

LPP

Local Pensions Partnership
Administration

HFPF Pension administration Q4 January – March 23 Additional Data



**WORKING
TOGETHER**



**COMMITTED TO
EXCELLENCE**



**FORWARD
THINKING**



**DOING THE
RIGHT THING**

January 2023

Further detail on the reporting of the SLAs that allows the Pension Fund Committee to understand of the cases missed , what timescales such outstanding cases were completed by.

Jan-23							
Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Aggregation	2						3
Correspondence							1
Deaths	1		2	2			3
Deferred Benefits							11
Estimates		1			1	1	1
Refunds	1	1			1	2	1
Retirements - Deferred	1					1	
Retirements - Immediate		2				2	12
Transfers In							6
Transfers Out	1					2	2
Total	6	4	2	2	2	8	40

February 2023

Further detail on the reporting of the SLAs that allows the Pension Fund Committee to understand of the cases missed , what timescales such outstanding cases were completed by.

Feb-23							
Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Correspondence							
Deaths			1		1	1	2
Deferred Benefits							
Estimates							
Refunds							1
Retirements - Deferred							
Retirements - Immediate							
Transfers In		1	1				1
Transfers Out							
Unallocated					1		
Total		1	2		2	1	4

March 2023

Further detail on the reporting of the SLAs that allows the Pension Fund Committee to understand of the cases missed , what timescales such outstanding cases were completed by.

March-23							
Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Deaths	1	1		1	1	1	2
Deferred Benefits							
Estimates							
Refunds	1					3	
Retirements - Deferred					1	1	2
Retirements - Immediate			1	1			2
Transfers In			1				
Transfers Out	1	1				1	
Unallocated		1	1		2	8	6
Total	3	3	3	2	4	14	12

Additional Information

Missed SLA cases for Deaths and Bereavements

We have reviewed the cases which missed on Retirements and Bereavements Team for Q4 (January to March 2023). Significant work has taken place around ensuring the system is triggering the SLA start date at the correct point. For some of these cases the SLA trigger point was under the old methodology and was triggered at an earlier point in the process. This has not been corrected retrospectively meaning that performance is likely to be under reported in some instances. SLA performance in April and May has improved significantly.

Retirements

In total 26 cases missed their SLA. 6 of them relate to Deferred Members and the remaining 20 relate to Retirement from Active Status. Having reviewed the 26 cases, 4 were payment stage. For the cases that were payments implications further detail is provided below :

Process Name	SLA Target Date	Days Missed
Deferred Retirement	20/01/2023	7 days
Active Retirement	30/03/2023	23 days
Active Retirement	20/03/2023	4 days
Active Retirement	23/03/2023	3 days

Some of the challenges on the retirements team are they have had sickness, a high turnover of staff and difficulty recruiting and training new staff. To address this a significant training programme is in place. The Retirements Team now have 2 principles in post who are responsible for the training and development of the team and new staff. This is showing positive results alongside improved checking and re-work and work allocation processes.

Additional Information

Bereavements

In total 20 bereavement cases missed their SLA in Q4. All of those cases were payment related either via a Death Grant or Final Pay (Spouses benefits).

Further SLA's on the cases with payment implications that were processed over 11 days are as below;

1 case 33 days

1 case 32 days

1 case 18 days

1 case 16 days

1 case 13 days

1 case 12 days

The challenges on the bereavement team primarily relate to checking processes. The team have now changed the way they check and added additional controls. The work allocation has also been revised and the performance against the SLA is significantly improving into April and May