

## London Borough of Brent

### Performance Indicators

The LPP Pensions Administration Service is measured against key performance indicators that measure compliance, efficiency and effectiveness of the service.

### Workflow summary

The table below shows a summary of the total top 12 cases received for the period of 1<sup>st</sup> February 2019 to 31<sup>st</sup> January 2020 and a breakdown of the on-time percentage for the last 3 quarters. Further graphical representation of this information is shown on the following pages.

Overall performance over the last 12 months was 96.96%.

Top 12 Cases	Received	Completed	On Time	On Time %	Q1	Q2	Q3
Joiners	1,352	1,318	1,235	93.70	78%	100%	100%
Transfers In	270	136	134	98.53	86%	100%	99%
Transfers Out	392	351	339	96.58	80%	100%	100%
Estimates - Members	372	354	349	98.58	94%	100%	100%
Estimates - Employers	89	84	83	90.44	93%	100%	100%
Retirements	646	450	437	97.11	94%	100%	100%
Deferred Benefits	701	506	504	99.60	97%	100%	100%
Refunds	889	849	845	99.53	97%	100%	100%
Deaths	329	196	190	96.94	93%	100%	100%
Correspondence	764	733	709	96.73	90%	100%	99%
Add Contributions	7	6	6	100	N/A	100%	100%
Divorce	19	14	14	100	100%	100%	100%
<b>Totals</b>	<b>5,830</b>	<b>4,997</b>	<b>4,845</b>	<b>96.96</b>	<b>91%</b>	<b>100%</b>	<b>99.83%</b>

(Completed figures calculated as at 25<sup>th</sup> February 2020)

## Cases completed

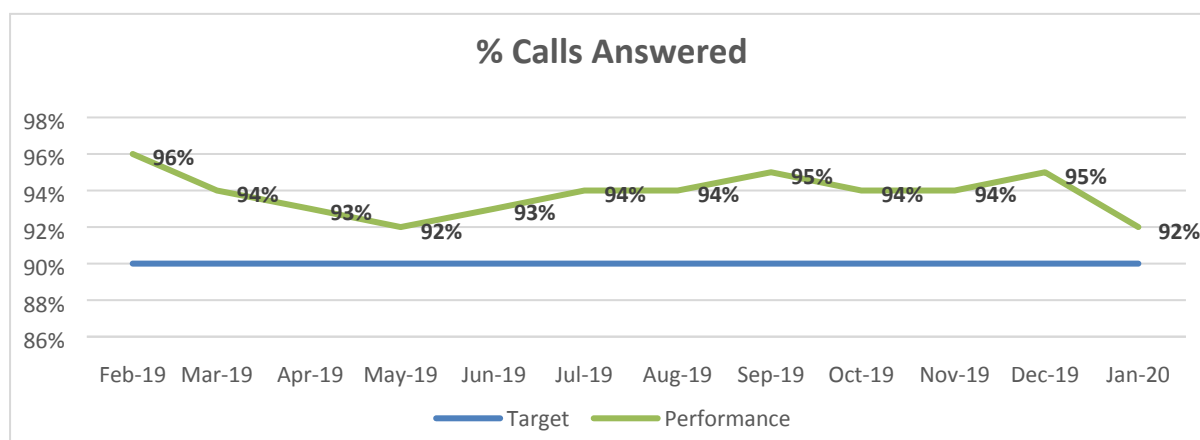
Of the 4,845 cases completed on time 3,090 were completed early as detailed below

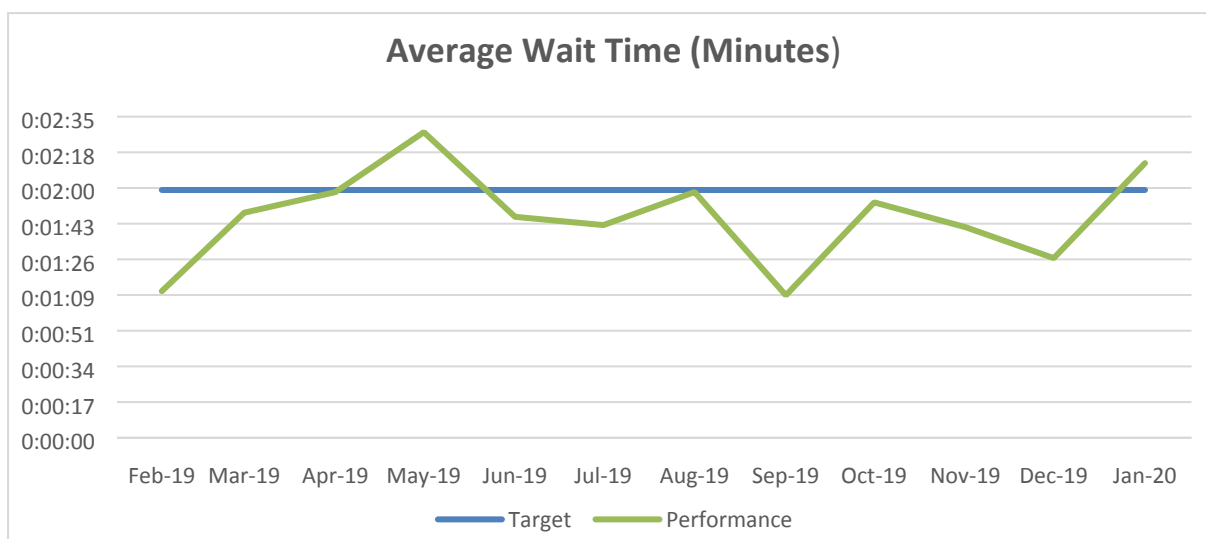
Description – Top 12 cases	1 Day Early	2 Days Early	3 Days Early	4+ Days Early
Joiners	124	33	31	557
Transfer In	14	9	6	165
Transfer Out	44	12	8	113
Estimates - Members	52	22	14	79
Estimates - Employers	11	2	5	19
Retirement	53	18	8	267
Deferred Benefits	71	24	15	325
Refunds	103	34	46	259
Deaths	14	12	7	152
Correspondence	116	56	19	156
Add Contributions	0	3	0	1
Divorce	1	1	7	1
<b>Totals</b>	<b>604</b>	<b>226</b>	<b>160</b>	<b>2,100</b>

(Completed figures calculated as at 25<sup>th</sup> February 2020)

## Pensions Helpdesk Performance

Performance across our Pensions Helpdesk is below. The data is in respect of all LPP clients. We are working to provide client specific data.





## Complaints

A dedicated Complaints Manager was appointed in June 2019 and has monthly meetings with the pension administration operational teams to identify service improvements from the lessons learned from the complaints received.

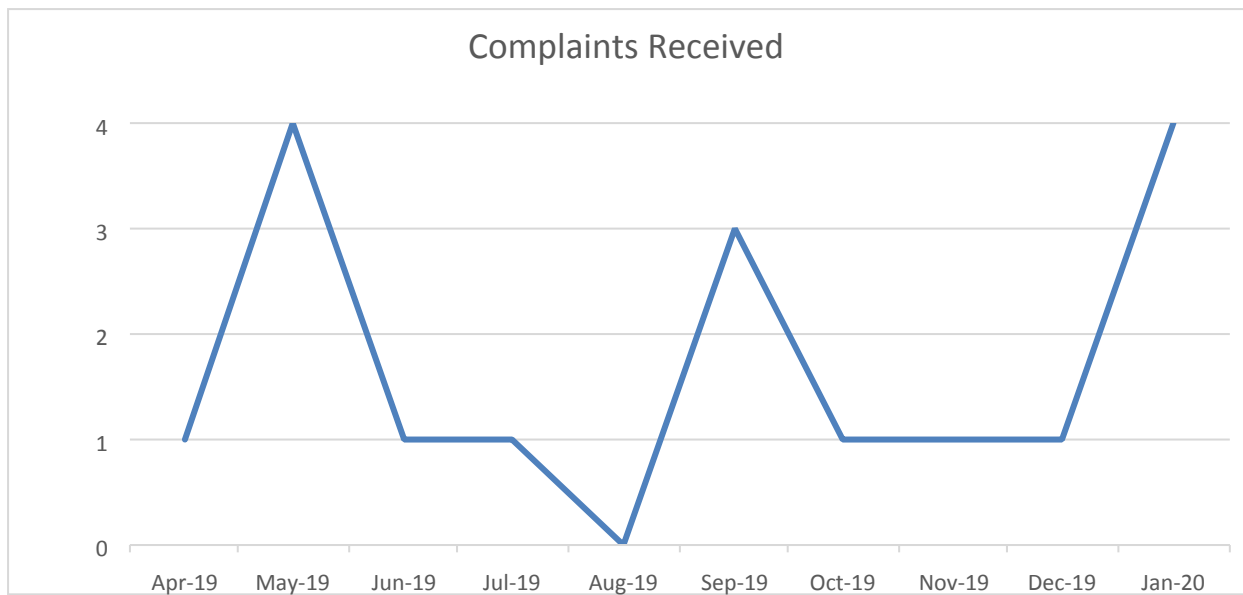
Brent received 3 complaints during Quarter 3 2019/20 (October 19 – December 19):

Month	Total	Topic and No. of complaints	% of Complaints Attributed to LPP	% of Complaints Upheld or not
October 2019	1	Delays – 1 Payments – 0 General Service – 0 Regulatory – 0	100%	100% Upheld
November 2019	1	Delays – 0 Payments – 0 General Service – 0 Regulatory – 1	100%	Complaint case still being investigated
December 2019	1	Delays – 0 Payments – 0 General Service – 1 Regulatory – 0	100%	100% Upheld

The last column of the table confirms whether a complaint was upheld, regardless of the route cause – LPP, employer or a third party.

- 6 complaints were received for Brent during Q1 (April 19 - June 19)
- 4 complaints were received during Q2 (July 19 - Sept 19)

In line with LPP overall complaints, General Service-related complaints are responsible for almost half of all complaints received from Brent members. A review of the complaints received identified that most complaints received over the last 3 quarters are in relation to historical cases which had been processed prior to LPP providing the service to Brent.



### Dispute resolution procedure

There were 3 dispute resolutions received during the period 1st April 2019 to 31st December 2019.

Where a member is unsure of their benefit entitlement or has problems with their benefits, the Local Pensions Partnership (LPP) should be contacted. If a member is not satisfied with any decision, they have a right to ask for it to be re-examined under the formal complaints procedure, which is officially called 'internal dispute resolution procedure'. The formal complaints procedure has 2 stages and full details can be obtained from the LPP by either phone on 01708 952299 or by writing to Local Pensions Partnership, PO Box 1383, Preston, PR2 0WR.