

Hammersmith & Fulham Pension Fund



APPENDIX 1 LPPA's Key Performance Indicators (KPI's) for the period April – June 2022

Case Type	SLA Target in days	Total number of cases processed in Quarter 4	Total number of cases processed in Quarter 1
New starters	6	76	121
Transfer In	6	33	66
Transfer out	10	38	81
Estimates	5	51	94
Deferred Benefits	30	13	62
Deaths	5	36	86
Retirements (active)	5	19	40
Retirements (deferreds)	5	81	188
Refunds	5	12	41
Correspondance	5	22	116
Aggregation	30	10	11
Other	n/a	60	n/a
New starters	6	76	100
	Total number of SLA cases processed	451	1006

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APPENDIX 2 – LPPA’s KPI’s Performance overview for April - June 2022

Percentage of cases that were processed within the SLA per case type

