



# LPP

Local Pensions Partnership  
Administration

Hammersmith & Fulham Pension Fund

## Quarterly Administration Report

1st April – 30th June 2022

[lppapensions.co.uk](http://lppapensions.co.uk)



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# DEFINITIONS

## Page 6

### Casework Performance Against SLA

Performance is measured once all information is made available to LPPA, to enable them to complete the process. All casework has a target timescale in which to complete the process, and performance is measured as the % of cases that have been completed within that timescale.

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### Casework Performance Against SLA

The category of 'Other' on this page covers cases including, but not limited to:

- Benefit revisions
- Maternity/paternity cases
- Ill Health cases
- Scheme Opt-Out cases
- Cases raised to cover 'Member Online Portal' registration queries
- P60 queries
- 50/50 scheme changes
- APC / AVC queries

Please note the number of cases brought forward, does not match the corresponding number of outstanding cases reported in the previous quarter (due to reasons including the deletion of cases during the current reporting period).

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### Helpdesk Performance

Average wait time measures the time taken from the caller being placed into the queue, to them speaking with a Helpdesk adviser.

The percentage of calls answered does not include calls that are abandoned by the caller where the wait time is less than 2 minutes.

All figures reported in this section are non-client specific, as not all member calls are dispositioned at client level. This means that call volumes and wait times are not at client level - however, as calls are answered (through our various IVR options) in relation to wait time, performance across all LPPA clients is broadly the same

As the needs of our business, Clients and Members change, we adapt our reporting to suit the current trends and ensure sight of common topics.

For this reason it is necessary to update and add new topics in the reason for calls. To accommodate the multitude of reasons we have created a "Other" category which includes (but not limited to) 'Information Only', 'Website', 'Resend Documents'.

## OUR CORE VALUES

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services.

The report describes the performance of Local Pensions Partnership Administration (LPPA) against the standards set out in the SLA.

Within LPPA, our values play a fundamental role in guiding our behaviour as we grow our pensions services business and share the benefits with our Clients.



# Casework Performance Against SLA

## **In this section...**

- Performance – All cases
- Performance Standard

# CASEWORK PERFORMANCE AGAINST SLA

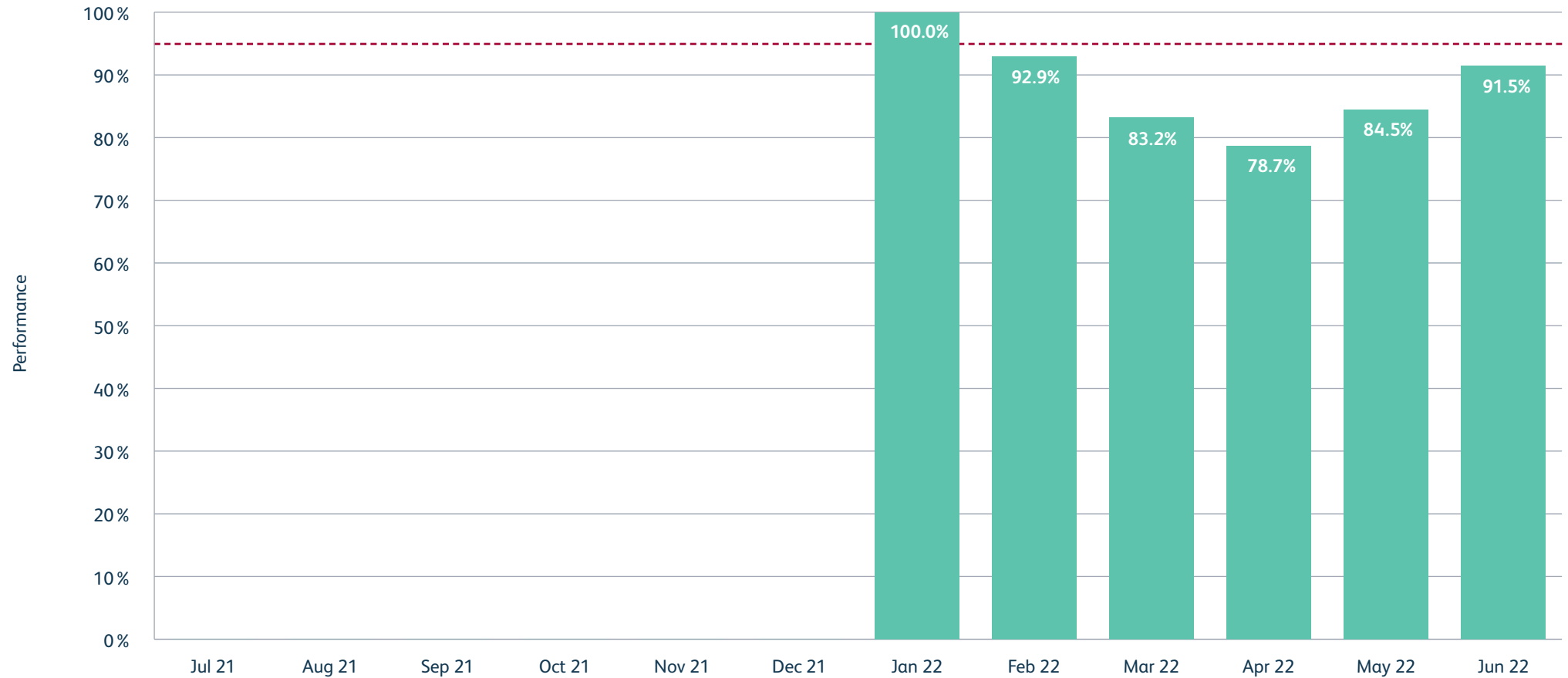


## PERFORMANCE – ALL CASES

CLIENT SPECIFIC

--- Target (95 %)

The quarterly SLA performance was 85.6%

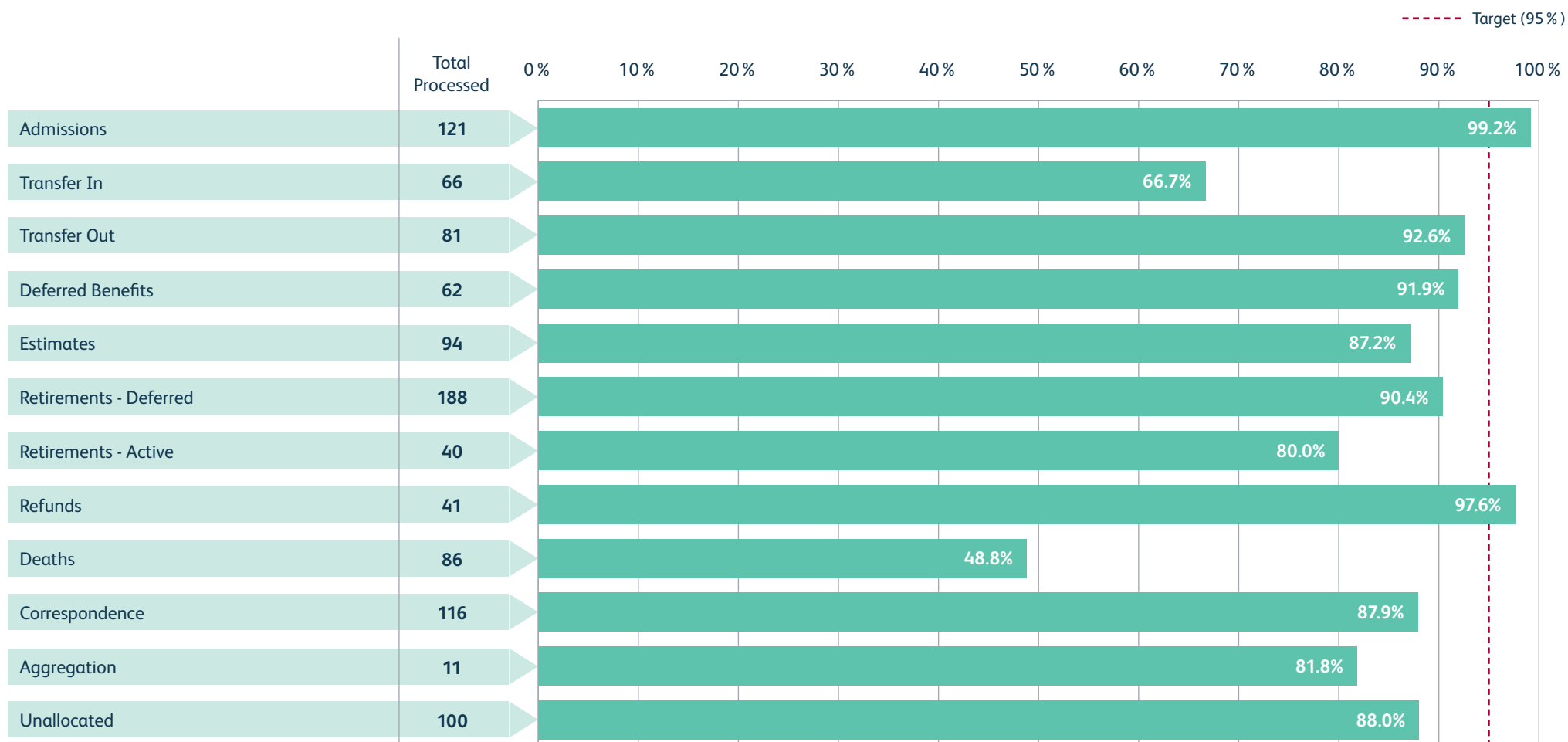


# CASEWORK PERFORMANCE AGAINST SLA



## PERFORMANCE STANDARD

## CLIENT SPECIFIC



# Helpdesk Calls Performance

The Helpdesk deals with all online enquiries and calls from Members for all funds that LPPA provide administration services for.

## **In this section...**

- Wait time range
- Calls answered ( % )
- Calls answered (volumes)



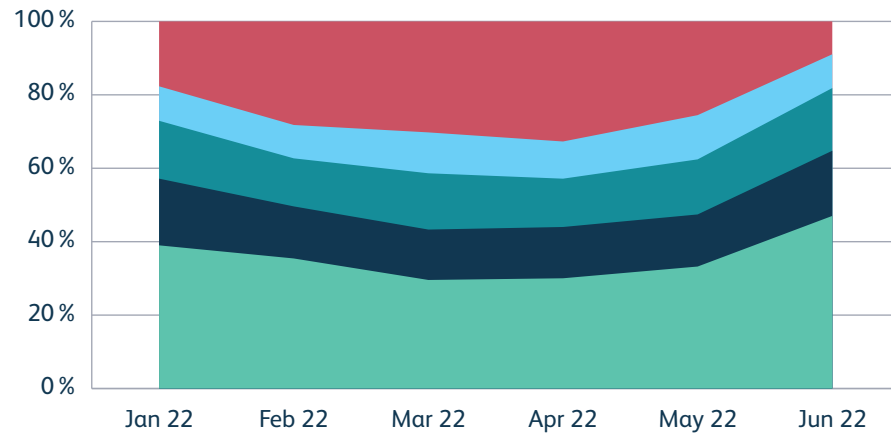
# HELPDESK CALLS PERFORMANCE



## WAIT TIME RANGE

ALL LPPA

Under 2 mins 2 to 5 mins 5 to 10 mins 10 to 15 mins Over 15 mins



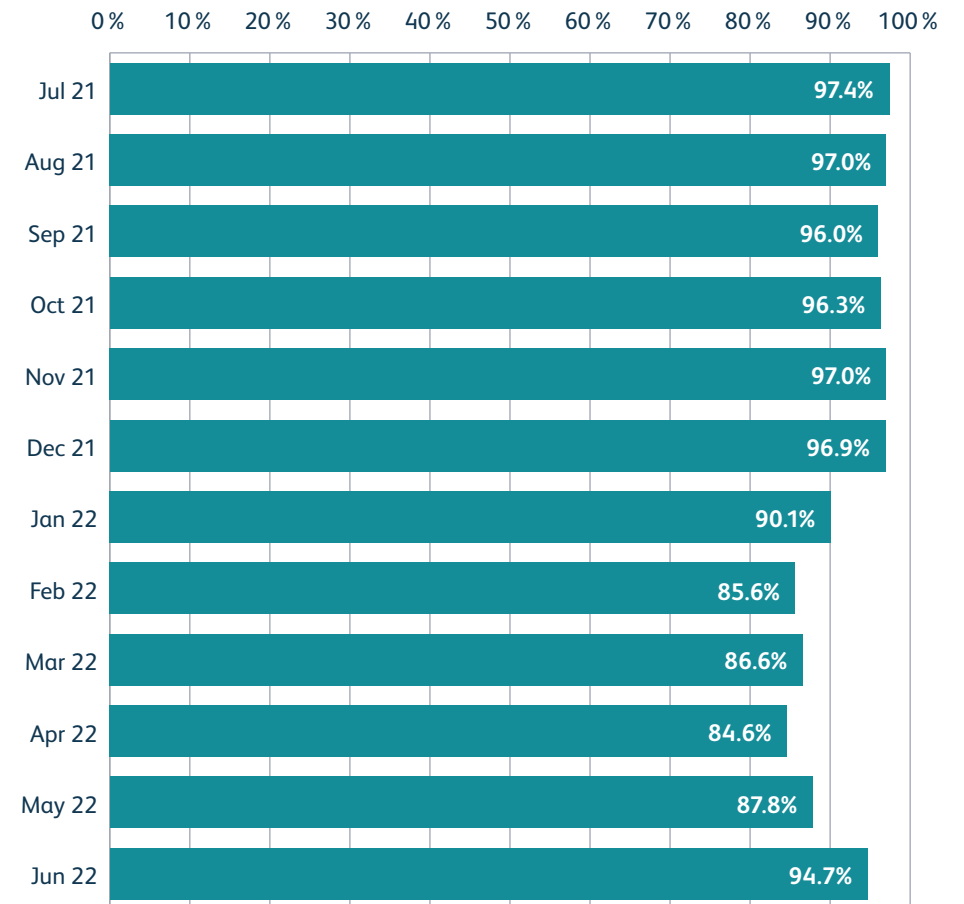
	Under 2 Mins	2 to 5 Mins	5 to 10 Mins	10 to 15 Mins	Over 15 Mins
Jan 22	39.0 %	18.2 %	15.8 %	9.4 %	17.7 %
Feb 22	35.4 %	14.2 %	13.1 %	9.1 %	28.2 %
Mar 22	29.6 %	13.7 %	15.3 %	11.1 %	30.2 %
Apr 22	30.0 %	14.0 %	13.2 %	10.1 %	32.7 %
May 22	33.2 %	14.2 %	15.0 %	12.1 %	25.5 %
Jun 22	47.0 %	17.7 %	17.1 %	9.2 %	9.0 %



## CALLS ANSWERED (%)

ALL LPPA

Performance

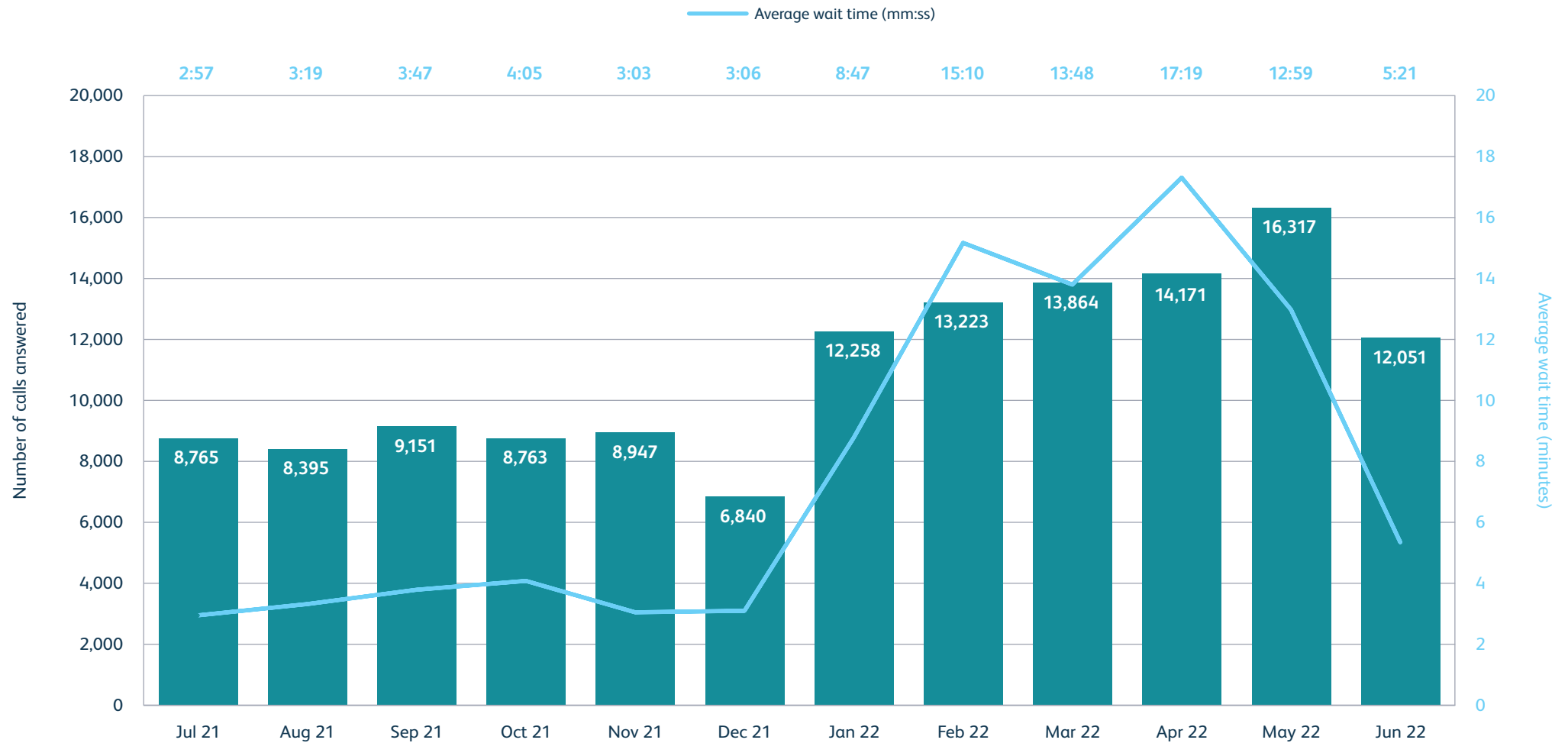


# HELPDESK CALLS PERFORMANCE



## CALLS ANSWERED (VOLUMES)

ALL LPPA



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