



Local Pensions Partnership
Administration

Hammersmith & Fulham Pension Fund Committee

Quarter 1 2023-24 Additional KPI Data



**WORKING
TOGETHER**



**COMMITTED TO
EXCELLENCE**



**FORWARD
THINKING**



**DOING THE
RIGHT THING**

April 2023

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

April-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
Admissions							3
Correspondence							
Deaths			1				3
Deferred Benefits							2
Estimates							
Refunds							
Retirements - Deferred	1	1				1	2
Retirements - Immediate		3		1			2
Transfers In				2			
Transfers Out							2
Total	1	4	1	3	0	1	14

May 2023

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

May-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	1						
Deaths							
Deferred Benefits							1
Estimates							
Refunds							
Retirements - Deferred							4
Retirements - Immediate	1					1	
Transfers In							1
Transfers Out							1
Unallocated							1
Total	2					1	8

June 2023

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

June-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					5
Deferred Benefits							
Estimates	1						
Refunds							1
Retirements - Deferred			3				3
Retirements - Immediate							2
Transfers In							
Transfers Out							
Unallocated							
Total	1	1	3	0	0	0	11

Additional Information

Missed SLA cases for Deaths

10 cases missed the SLA in Q1, and all of these were payments to next of kin. Significant work has taken place around ensuring the system is triggering the SLA start date at the correct point. Some of these cases the SLA trigger point was under the old methodology and triggered in the earlier point in the process. This has not been corrected retrospectively meaning that performance is likely to be under reported in some instances. The team have made considerable process and are working towards one day triage of cases.

ProcessID	Process Name	Completed When	Days Missed
6091267	Bereavement	Completed Late	3
5773898	Bereavement	Completed Late	23
5614302	Bereavement	Completed Late	22
5975147	Bereavement	Completed Late	35
5830148	Bereavement	Completed Late	50
6107156	Bereavement	Completed Late	34
6014785	Bereavement	Completed Late	27
5793805	Bereavement	Completed Late	83
6500045	Bereavement	Completed Late	2
6097400	Bereavement	Completed Late	39

Additional Information

Retirements

25 retirement cases missed their SLA in Q1 . 15 of them relate to Deferred Members and the remaining relate to Retirement from Active Status. Those that were payments impacting are detailed below; The delays were mainly due to delays in checking and poor accuracy. Changes have been implemented on the team to address the accuracy and additional senior resource appointed on the Retirements Team who is focused on the training and development of the newer staff.

ProcessID	Process Name	SLA	Target Date	Completed When	Days Missed
6172721	LG Deferred Retirement	19/04/2023	20/04/2023	Completed Late	1
5960526	LG Deferred Retirement	19/04/2023	21/04/2023	Completed Late	2
6074761	LG Deferred Retirement	13/04/2023	20/04/2023	Completed Late	7
6375607	LG Retirement	24/05/2023	31/05/2023	Completed Late	7
6362870	LG Deferred Retirement	22/05/2023	05/06/2023	Completed Late	14
6016608	LG Retirement	21/03/2023	11/04/2023	Completed Late	21
5867417	LG Deferred Retirement	27/03/2023	25/04/2023	Completed Late	29