



# LPP

Local Pensions Partnership  
Administration

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Hammersmith & Fulham Pension Fund

## Quarterly Administration Report

1st July – 30th September 2023

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

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# DEFINITIONS

## Page 10

### Casework Performance - All Cases

Performance is measured once all information is made available to LPPA to enable them to complete the process. Relevant processes are assigned a target timescale for completion, and the performance is measured as the percentage of processes that have been completed within that timescale.

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### Casework Performance - Standard

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

- APC/AVC Queries
- Additional Concs Cessation
- Change of Hours
- Change of Personal Details
- Under Three Month Opt-Out
- Main to 50/50 Scheme Changes
- Divorce Quotes
- Divorce Settlement
- Ill Health Reviews

Please note that this page includes cases that have met the SLA target, but the stop trigger may also have been actioned before the process has been completed.

## Page 14 & 15

### Helpdesk Performance

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

## 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

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

- Performance – all cases
- Performance standard
- Ongoing casework at end of reporting quarter

# CASEWORK PERFORMANCE

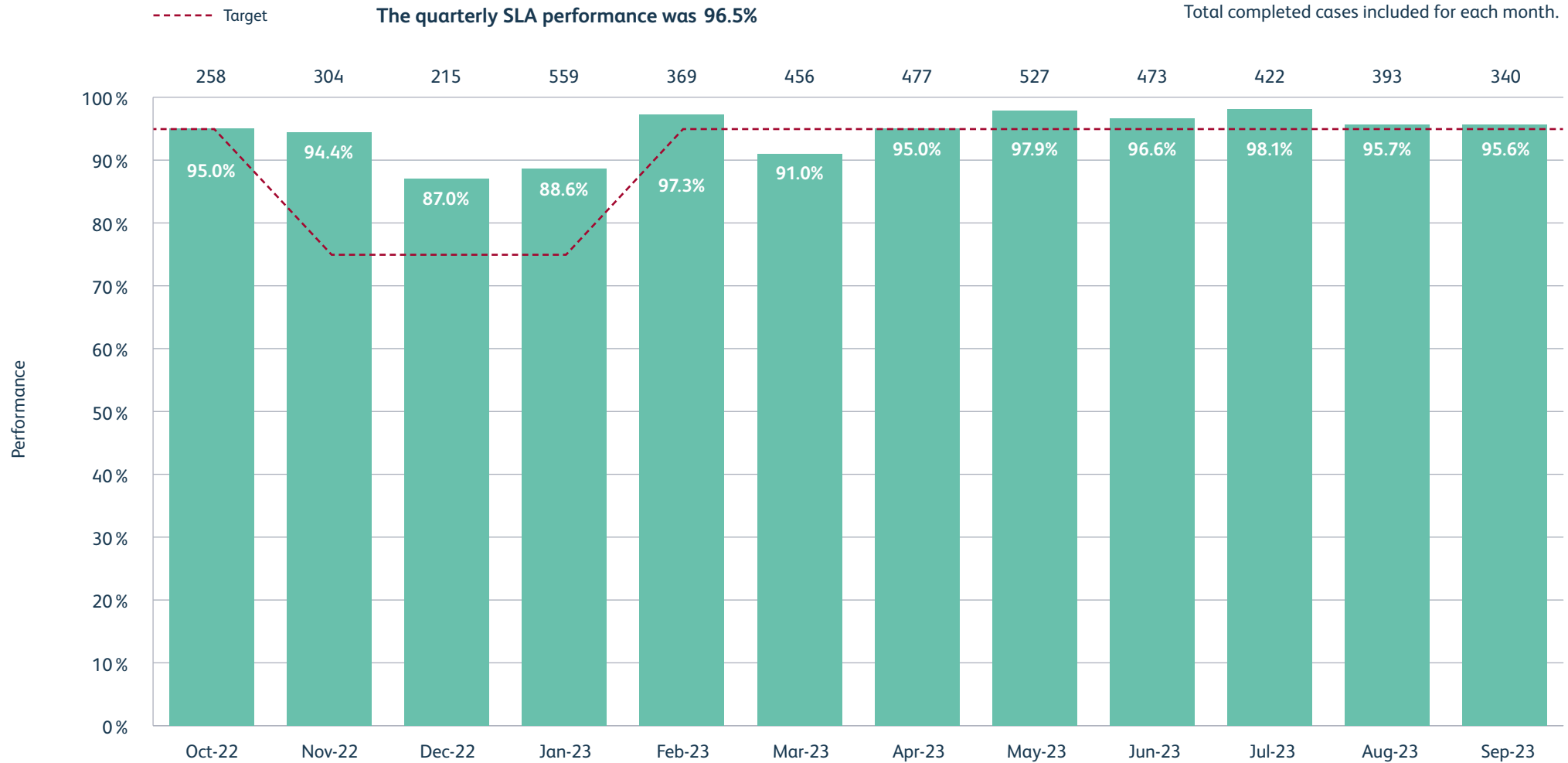
**Please note:**

Agreed with clients that LPPA's monthly operational targets would be relaxed from Nov 22 to Jan 23, in line with UPM migration timings (22/23).



## PERFORMANCE – ALL CASES

CLIENT SPECIFIC



# CASEWORK PERFORMANCE



## 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



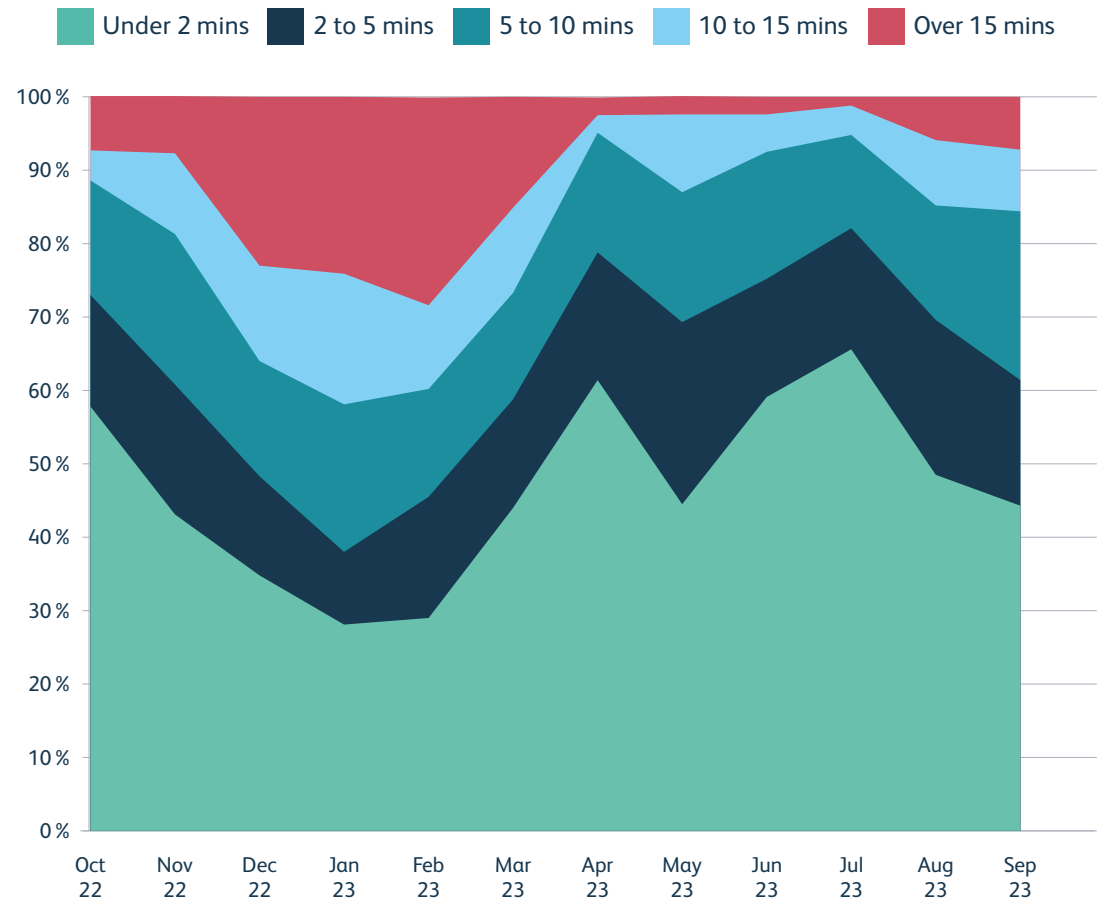
# HELPDESK CALLS PERFORMANCE



## WAIT TIME RANGE

CLIENT SPECIFIC

	Under 2 mins	2 to 5 mins	5 to 10 mins	10 to 15 mins	Over 15 mins
Oct 22	57.8%	15.2%	15.6%	4.1%	7.4%
Nov 22	43.1%	17.7%	20.5%	11.0%	7.8%
Dec 22	34.8%	13.5%	15.7%	13.0%	23.0%
Jan 23	28.1%	9.9%	20.1%	17.8%	24.1%
Feb 23	29.0%	16.5%	14.7%	11.4%	28.3%
Mar 23	44.0%	14.8%	14.5%	11.6%	15.1%
Apr 23	61.4%	17.4%	16.3%	2.4%	2.4%
May 23	44.5%	24.8%	17.7%	10.6%	2.5%
Jun 23	59.1%	16.1%	17.3%	5.1%	2.4%
Jul 23	65.6%	16.5%	12.7%	4.0%	1.2%
Aug 23	48.5%	21.1%	15.6%	8.9%	5.9%
Sep 23	44.3%	17.1%	23.0%	8.4%	7.2%



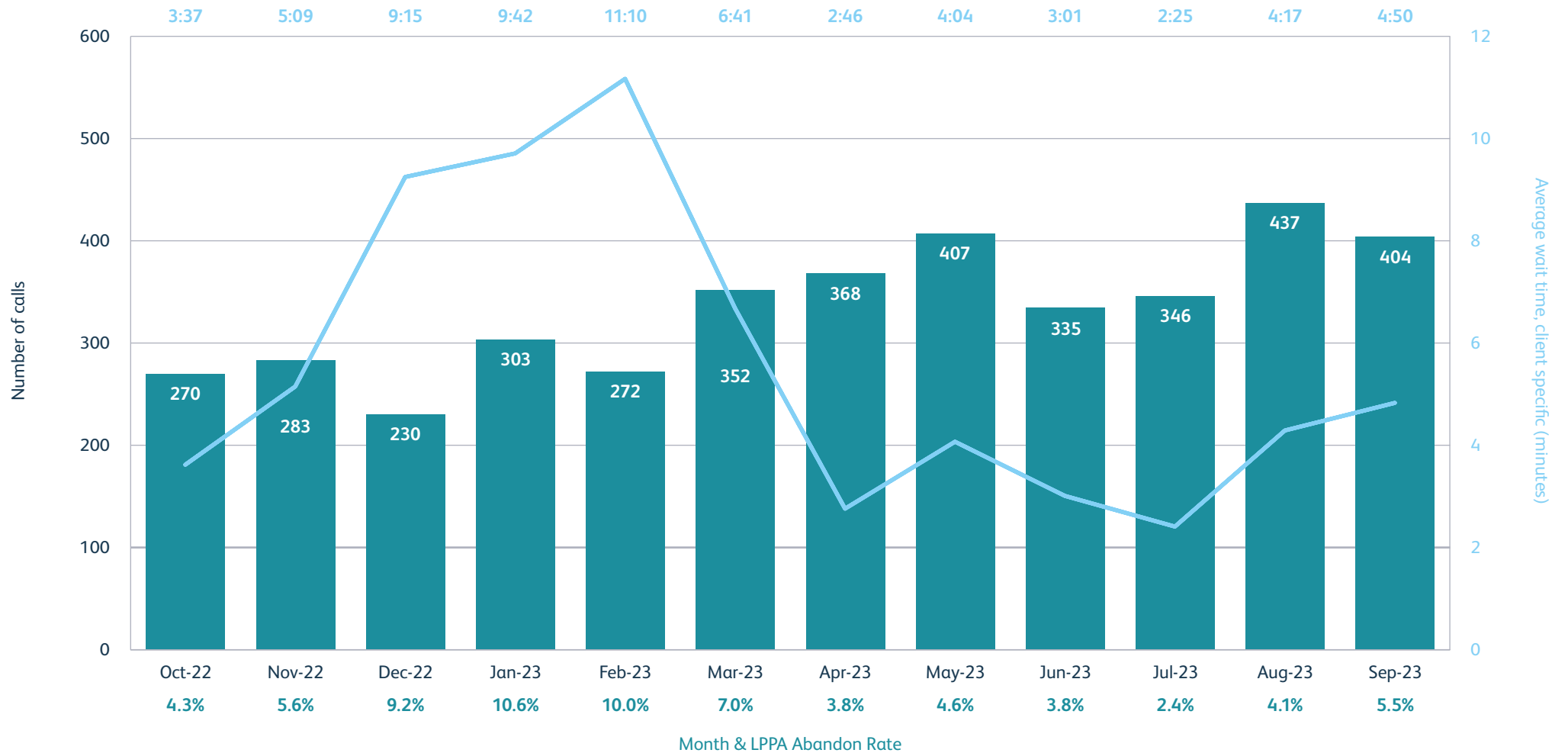
# HELPDESK CALLS PERFORMANCE



## CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)



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