

# LPP

Local Pensions Partnership  
Administration

# Hammersmith & Fulham Committee Q2 Supplementary Data

15th November 2023



**WORKING  
TOGETHER**



**COMMITTED TO  
EXCELLENCE**



**FORWARD  
THINKING**



**DOING THE  
RIGHT THING**

# July 2023

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

July-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	Total
Aggregation	0	0	0	0	0	0	0	0
Correspondence	0	0	0	0	0	0	0	0
Deaths	0	0	0	0	0	0	0	0
Deferred Benefits	0	0	0	0	0	1	0	1
Estimates	0	0	0	0	0	0	0	0
New Starters	0	0	0	0	0	0	0	0
Other	0	0	1	0	0	0	0	1
Refunds	0	0	0	0	0	0	1	1
Retirements - Active	0	0	0	0	0	1	3	4
Retirements - Deferred	0	0	0	0	0	0	0	0
Transfers In	0	0	0	0	0	0	0	0
Transfers Out	0	0	0	0	0	0	1	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>8</b>

# August 2023

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

## August-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	Total
Aggregation	0	0	0	0	0	0	0	0
Correspondence	0	0	0	0	0	0	0	0
Deaths	0	0	0	0	0	0	2	2
Deferred Benefits	0	0	0	0	0	0	2	2
Estimates	0	0	0	0	0	1	2	3
New Starters	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0
Refunds	0	0	0	0	0	0	0	0
Retirements - Active	0	0	0	0	0	1	3	4
Retirements - Deferred	0	0	0	0	0	0	4	4
Transfers In	0	0	0	0	0	0	1	1
Transfers Out	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>	<b>17</b>

# Sept 2023

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

Sept-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	Total
Aggregation	0	0	0	0	0	0	0	0
Correspondence	0	0	0	0	0	0	1	1
Deaths	0	0	0	0	0	0	3	3
Deferred Benefits	0	0	0	0	0	0	0	0
Estimates	0	0	0	1	2	0	0	3
New Starters	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	1
Refunds	0	0	0	0	0	0	0	0
Retirements - Active	0	0	0	0	0	0	3	3
Retirements - Deferred	0	0	0	0	0	1	1	2
Transfers In	0	0	0	0	0	0	2	2
Transfers Out	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>15</b>

## Additional Information

Missed SLA cases for Deaths

5 cases missed the SLA in Q2, and all of these were payments to next of kin.

	Process	Number of Days Missed		Month Completed
	LG Death in Retirement	82		Aug-23
	LG Death in Retirement	28		Aug-23
	LG Death in Retirement	61		Sep-23
	LG Death in Retirement	20		Sep-23
	LG Death in Retirement	16		Sep-23

# Additional Information

## Retirements

In total 17 cases missed the SLA in Q2. 7 of them were payment tasks. No trends for delays on any of these other than bottleneck at the checking stage. For the payments in summary:

	Process	Number of Days Missed		Month Completed
	LG Trivial Commutation Payment	16		Jul-23
	LG Retirement	15		Jul-23
	LG Retirement	10		Jul-23
	LG Retirement	22		Aug-23
	LG Deferred Retirement	59		Aug-23
	LG Deferred Retirement	21		Sep-23
	LG Deferred Retirement	7		Sep-23