

OUR



TO BE
THE PENSION
ADMINISTRATOR
OF CHOICE
TO THE
PUBLIC SECTOR

LPP

Local Pensions Partnership
Administration

Hammersmith & Fulham Pension Fund

Quarterly Administration Report

1st October – 31st December 2023

lppapensions.co.uk

CONTENTS

Section	Page
Definitions	3
Our Core Values	4
Casework Performance	5
Helpdesk Calls Performance	8



DEFINITIONS

Page 6

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.

Page 7

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 9

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

CASEWORK PERFORMANCE

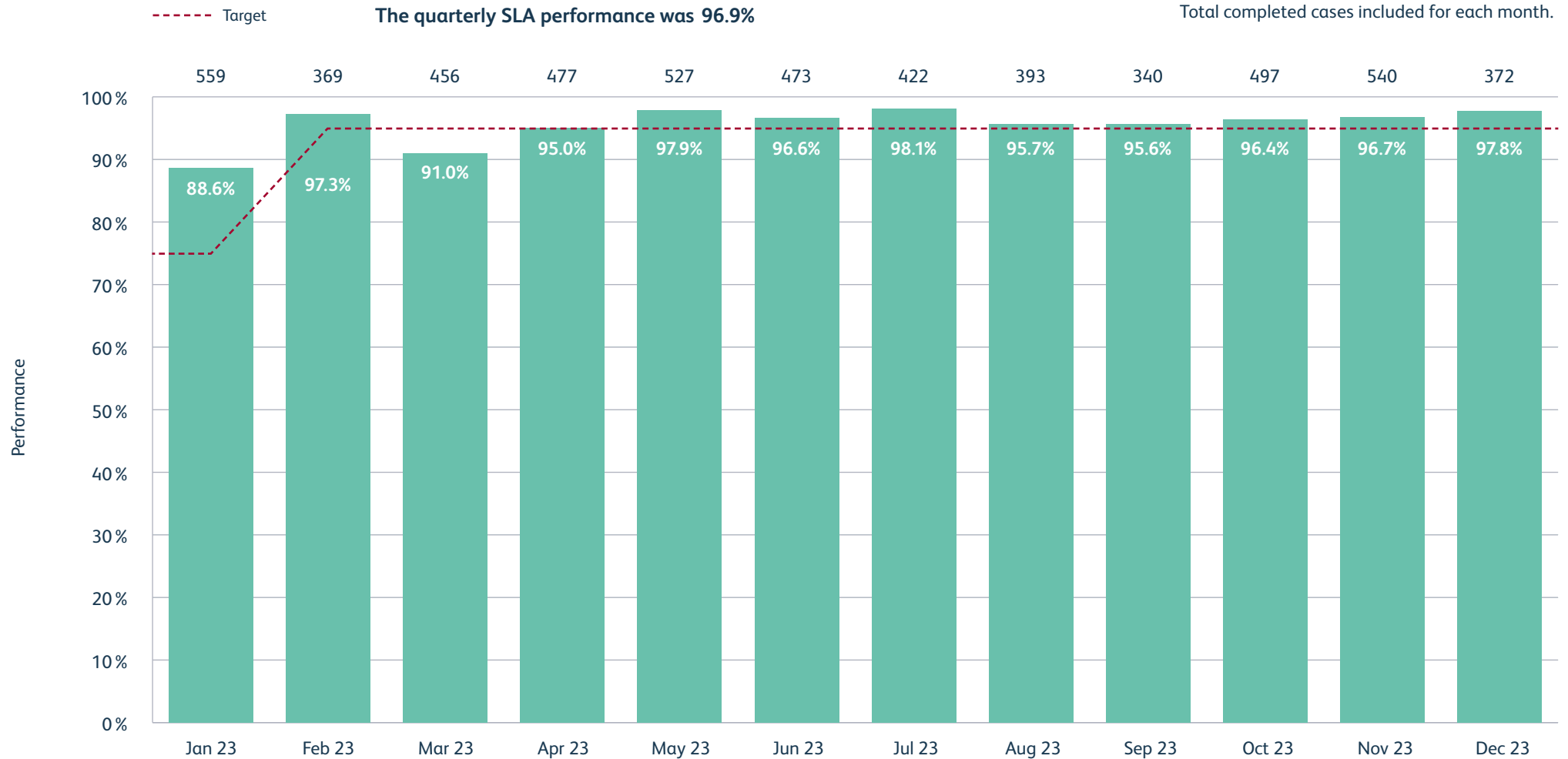
Please note:

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

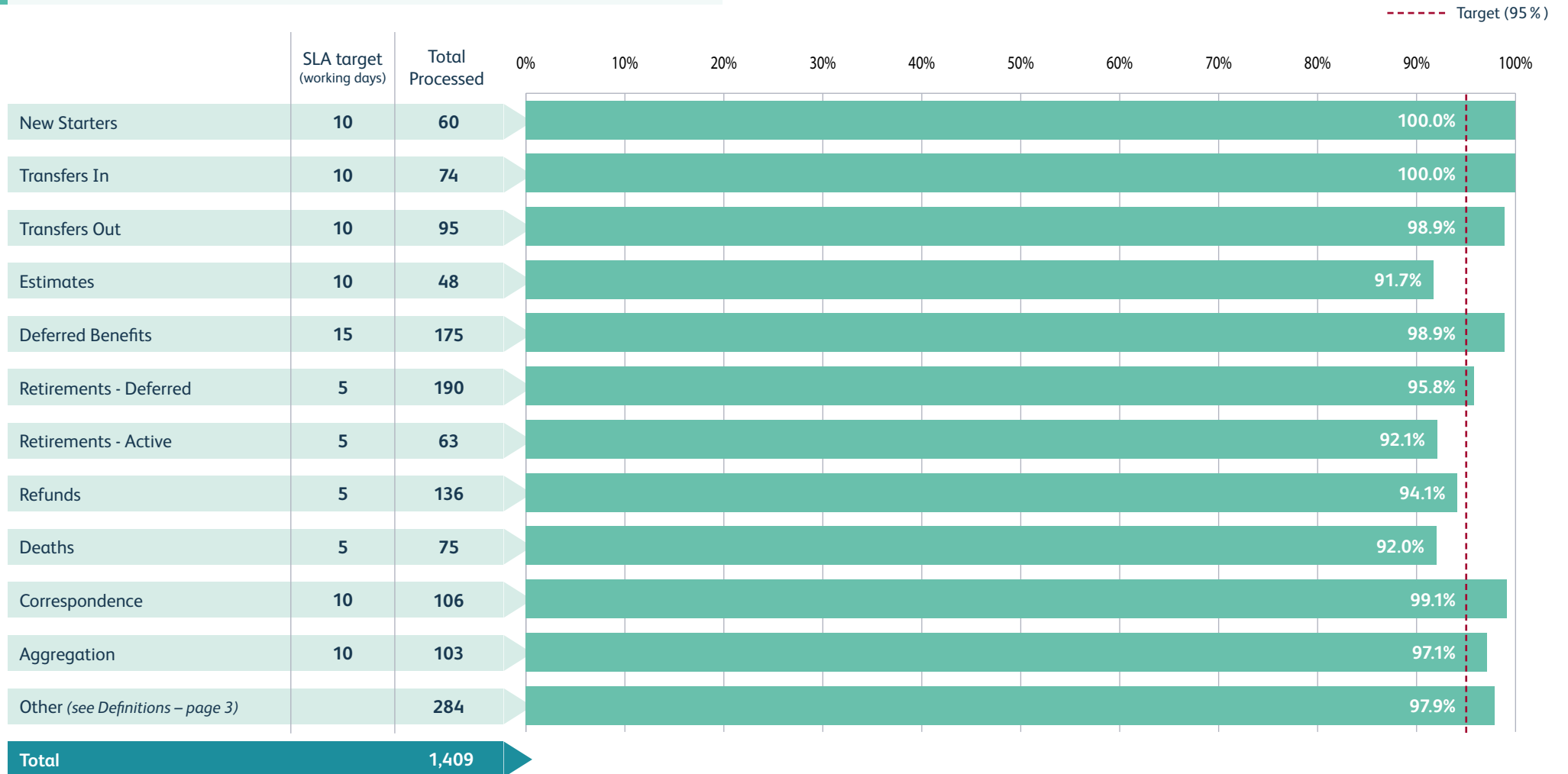


CASEWORK PERFORMANCE



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

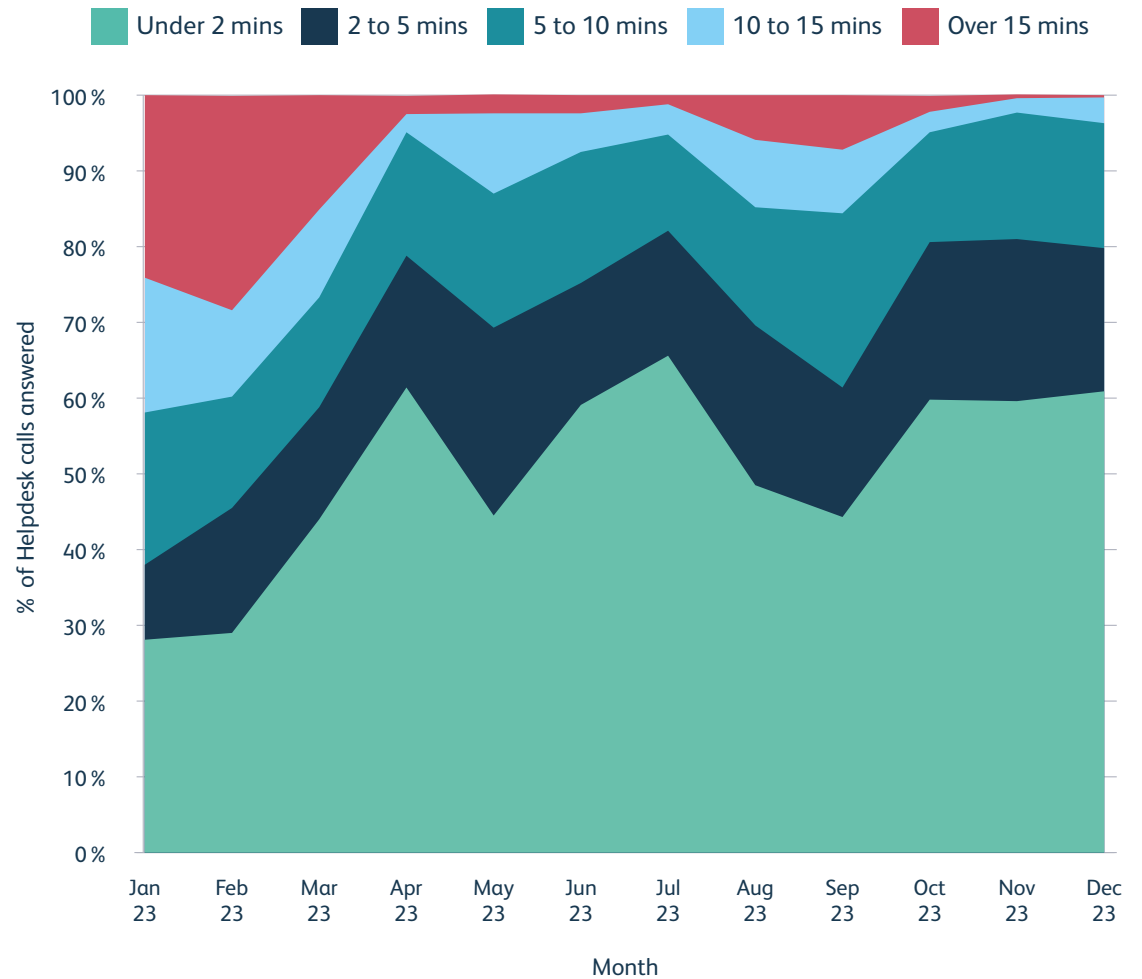
HELPDESK CALLS PERFORMANCE



WAIT TIME RANGE

CLIENT SPECIFIC

	Under 2 mins	2 to 5 mins	5 to 10 mins	10 to 15 mins	Over 15 mins
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%
Oct 23	59.8%	20.8%	14.5%	2.7%	2.1%
Nov 23	59.6%	21.4%	16.7%	1.9%	0.5%
Dec 23	60.9%	18.9%	16.5%	3.4%	0.3%



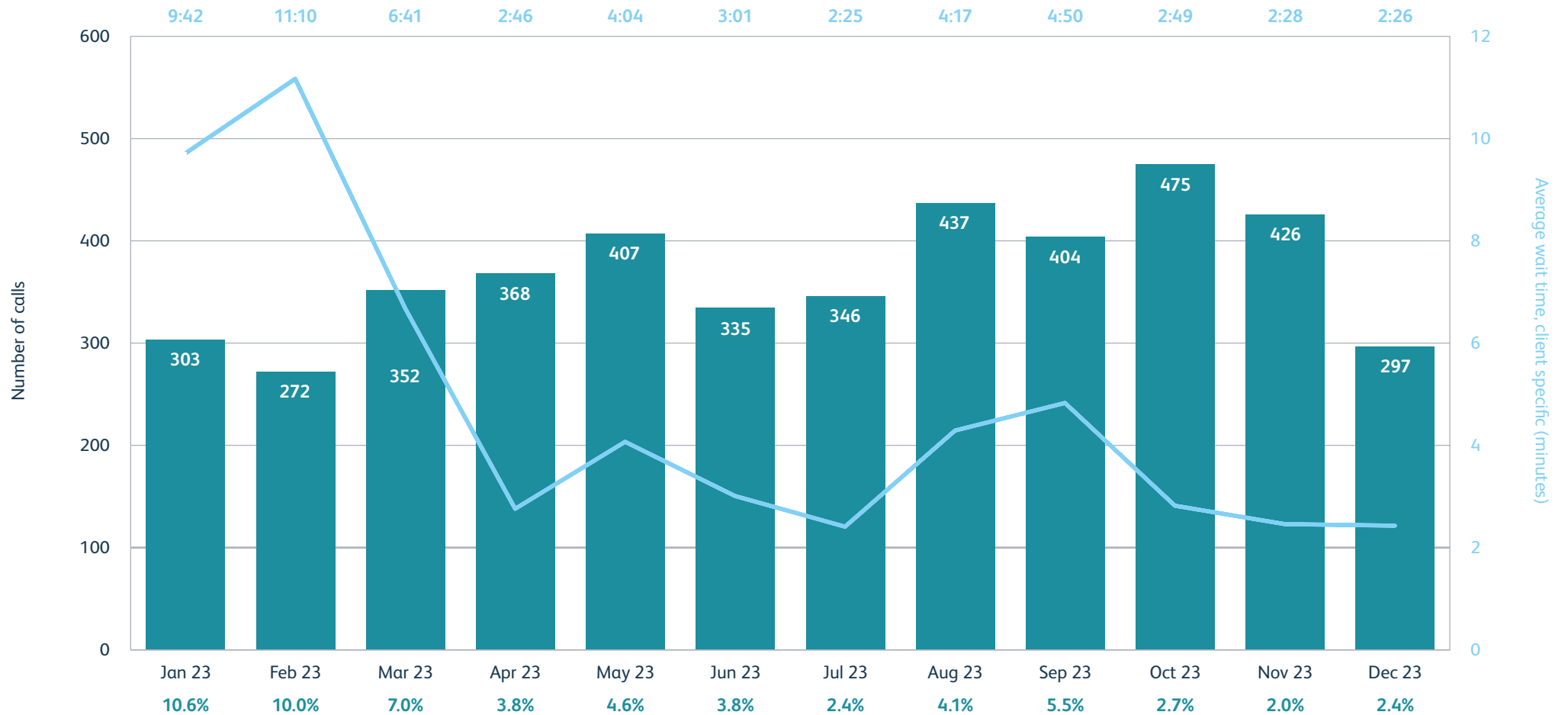
HELPDESK CALLS PERFORMANCE



CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)



LPP

Local Pensions Partnership
Administration