

LPP

Local Pensions Partnership
Administration

Hammersmith & Fulham Pension Fund Committee Q1 Supplementary Data

April – June 2024



**WORKING
TOGETHER**



**COMMITTED TO
EXCELLENCE**



**FORWARD
THINKING**



**DOING THE
RIGHT THING**

Summary of SLA's missed across all pay impacting case types and resolutions

Deaths – KPI 95.8%

- 6 processes missed SLA.
- Reasons for missed SLA's** – Cases rejected at the checking stage, then re-work resulted in missing the SLA.
- Resolutions** - On track to improve as the team experience increases and lessons are learnt.

Retirements Active – KPI 97.4%

- 1 process missed SLA
- Reasons for missed SLA's** – Cases rejected at checking stage then re-work resulted in missing the SLA
- Resolutions** – On track to improve as team experience improves

Additional Information

Missed SLA cases for Deaths

6 cases missed the SLA in Q1 and all of these were payments to next of kin.

	Process	Number of Days Missed	Month Completed	
	LG Death Grant to be paid	1	May 24	
	Trivial Commutation	6	June 24	
	LG Death in Retirement	18	May 24	
	LG Death in Retirement	22	June 24	
	LG Death in Retirement	31	July 24	
	LG Death in Retirement	33	July 24	

Additional Information

Missed SLA's for Retirements

5 cases missed the SLA in Q3. 2 of them were payment tasks. Payments in summary are as below:

	Process	Number of Days Missed	Month Completed	
	LG Retirement	20	April 24	