



LPP

Local Pensions Partnership
Administration

Hammersmith & Fulham Pension Fund – performance update Q2 – 2024/25

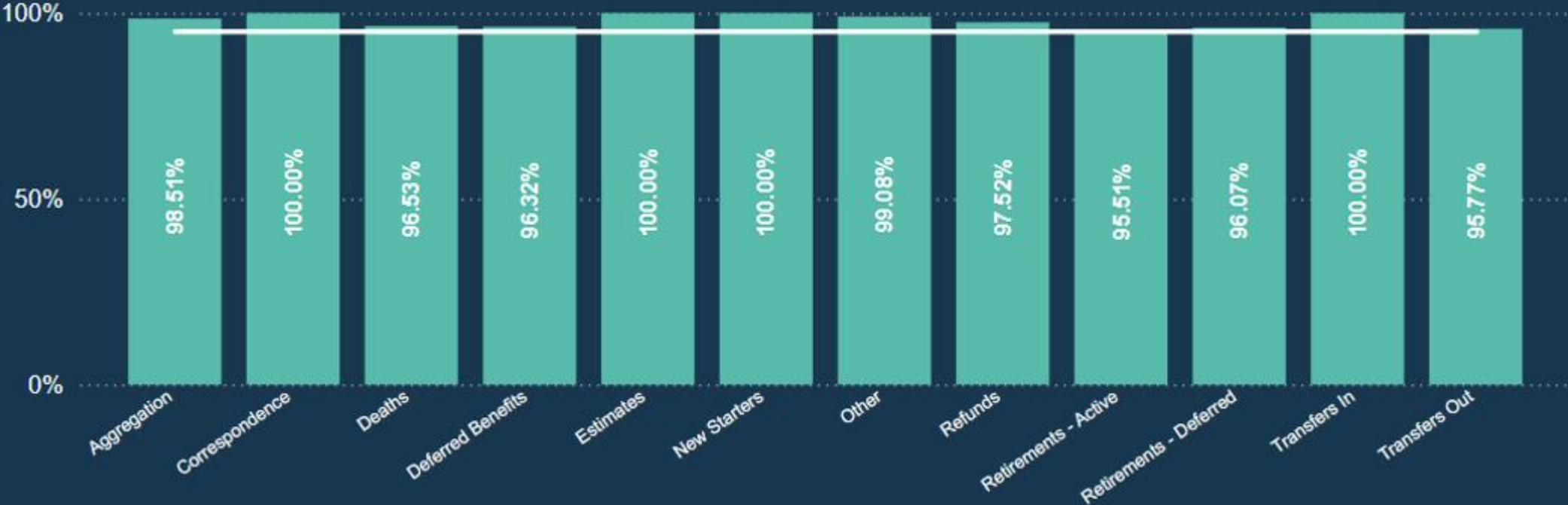


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Indicative casework performance update – Q2



Employer monthly return submissions - update

The table below shows the no. of large (1), medium (13) and small (100) employers that we are expecting to receive a monthly return file from and the current position in terms of those files uploaded to LPPA.

Fund	Date	Large (1)				Medium (13)				Small (100)			
		Employer (%)	Employer (#)	Membership (%)	Membership (#)	Employer (%)	Employer (#)	Membership (%)	Membership (#)	Employer (%)	Employer (#)	Membership (%)	Membership (#)
Hammersmith & Fulham	31/03/2023	100%	1	100%	2398	92%	12	88%	962	79%	79	92%	1331
	30/04/2023	100%	1	100%	2398	92%	12	88%	962	76%	76	90%	1305
	31/05/2023	100%	1	100%	2398	92%	12	88%	962	76%	76	90%	1305
	30/06/2023	100%	1	100%	2398	92%	12	88%	962	76%	76	90%	1305
	31/07/2023	100%	1	100%	2398	92%	12	88%	962	76%	76	90%	1305
	31/08/2023	100%	1	100%	2398	92%	12	88%	962	75%	75	87%	1268
	30/09/2023	100%	1	100%	2398	92%	12	88%	962	74%	74	87%	1266
	31/10/2023	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	30/11/2023	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	31/12/2023	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	31/01/2024	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	29/02/2024	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	31/03/2024	100%	1	100%	2398	92%	12	88%	962	73%	73	87%	1262
	30/04/2024	100%	1	100%	2398	92%	12	88%	962	69%	69	86%	1252
	31/05/2024	100%	1	100%	2398	92%	12	88%	962	69%	69	86%	1252
	30/06/2024	100%	1	100%	2398	92%	12	88%	962	68%	68	83%	1214
	31/07/2024	100%	1	100%	2398	92%	12	88%	962	61%	61	71%	1038
	31/08/2024	100%	1	100%	2398	69%	9	58%	635	51%	51	53%	769
	30/09/2024	0%	0	0%	0	0%	0	0%	0	6%	6	2%	30
	31/10/2024	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0

*Data as at 02/10/2024

Employer Size (No. of employer)		
Large	Medium	Small
500+ active members	50-499 active members	1-49 active members



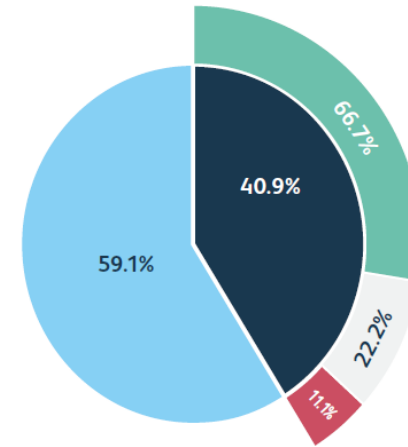
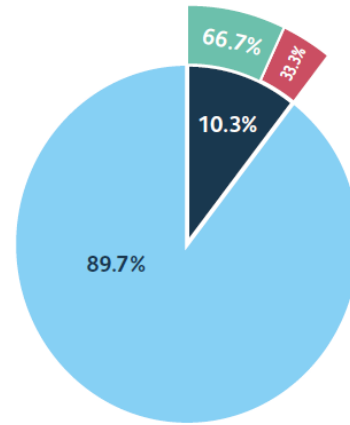
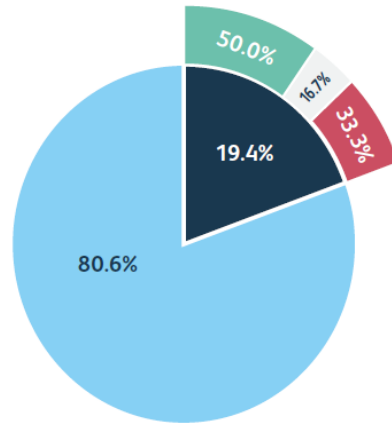
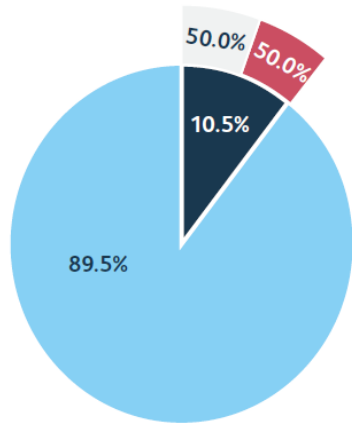
CUSTOMER SATISFACTION SCORES



RETIREMENTS - ACTIVE

CLIENT SPECIFIC

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



	Q2 23/24	
Retirements processed, completed	21	
Surveys issued and as a % of retirements	19	90.5%
Satisfied Responses (as a % of surveys issued)	0	0.0%
Dissatisfied Response (as a % of surveys issued)	1	5.3%
Non Responses and as a % of surveys issued	17	89.5%
Responses and as a % of surveys issued	2	10.5%
Satisfied Responses and as a % of responses	0	0.0%
Neutral Responses and as a % of responses	1	50.0%
Dissatisfied Responses and as a % of responses	1	50.0%

	Q3 23/24	
Retirements processed, completed	40	
Surveys issued and as a % of retirements	31	77.5%
Satisfied Responses (as a % of surveys issued)	3	9.7%
Dissatisfied Response (as a % of surveys issued)	2	6.5%
Non Responses and as a % of surveys issued	25	80.6%
Responses and as a % of surveys issued	6	19.4%
Satisfied Responses and as a % of responses	3	50.0%
Neutral Responses and as a % of responses	1	16.7%
Dissatisfied Responses and as a % of responses	2	33.3%

	Q4 23/24	
Retirements processed, completed	40	
Surveys issued and as a % of retirements	29	72.5%
Satisfied Responses (as a % of surveys issued)	2	6.9%
Dissatisfied Response (as a % of surveys issued)	1	3.4%
Non Responses and as a % of surveys issued	26	89.7%
Responses and as a % of surveys issued	3	10.3%
Satisfied Responses and as a % of responses	2	66.7%
Neutral Responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	1	33.3%

	Q1 24/25	
Retirements processed, completed	33	
Surveys issued and as a % of retirements	22	66.7%
Satisfied Responses (as a % of surveys issued)	6	27.3%
Dissatisfied Response (as a % of surveys issued)	1	4.5%
Non Responses and as a % of surveys issued	13	59.1%
Responses and as a % of surveys issued	9	40.9%
Satisfied Responses and as a % of responses	6	66.7%
Neutral Responses and as a % of responses	2	22.2%
Dissatisfied Responses and as a % of responses	1	11.1%

Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The Satisfaction Scores highlighted in Green and Red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*

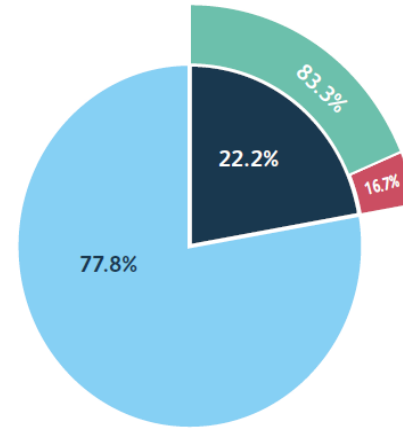
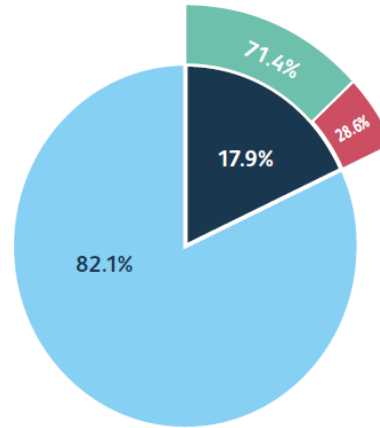
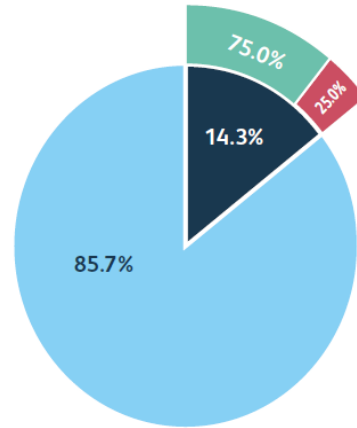
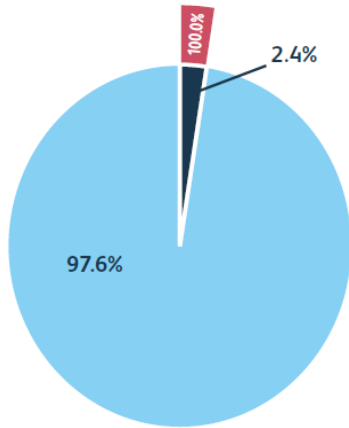
CUSTOMER SATISFACTION SCORES



RETIREMENTS - DEFERRED

CLIENT SPECIFIC

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



Q2 23/24

Q3 23/24

Q4 23/24

Q1 24/25

Retirements processed, completed	57	
Surveys issued and as a % of retirements	41	71.9%
Satisfied Responses (as a % of surveys issued)	0	0.0%
Dissatisfied Response (as a % of surveys issued)	1	2.4%
Non Responses and as a % of surveys issued	40	97.6%
Responses and as a % of surveys issued	1	2.4%
Satisfied Responses and as a % of responses	0	0.0%
Neutral Responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	1	100.0%

Retirements processed, completed	63	
Surveys issued and as a % of retirements	56	88.9%
Satisfied Responses (as a % of surveys issued)	6	10.7%
Dissatisfied Response (as a % of surveys issued)	2	3.6%
Non Responses and as a % of surveys issued	48	85.7%
Responses and as a % of surveys issued	8	14.3%
Satisfied Responses and as a % of responses	6	75.0%
Neutral Responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	2	25.0%

Retirements processed, completed	79	
Surveys issued and as a % of retirements	39	49.4%
Satisfied Responses (as a % of surveys issued)	5	12.8%
Dissatisfied Response (as a % of surveys issued)	2	5.1%
Non Responses and as a % of surveys issued	32	82.1%
Responses and as a % of surveys issued	7	17.9%
Satisfied Responses and as a % of responses	5	71.4%
Neutral Responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	2	28.6%

Retirements processed, completed	77	
Surveys issued and as a % of retirements	54	70.1%
Satisfied Responses (as a % of surveys issued)	10	18.5%
Dissatisfied Response (as a % of surveys issued)	2	3.7%
Non Responses and as a % of surveys issued	42	77.8%
Responses and as a % of surveys issued	12	22.2%
Satisfied Responses and as a % of responses	10	83.3%
Neutral Responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	2	16.7%