

Quarterly Administration Report

Hammersmith & Fulham
Pension Fund

1 July - 30 September 2024

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DEFINITIONS

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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

'Deaths' are included as a specific process, but it is important to highlight that processing can take a significant amount of time to complete fully. Furthermore, there can be seasonal aspects which impact case volumes ie. higher mortality rates during winter.

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
- Ill Health Reviews
- Complaints

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.

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Contact Centre Performance

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

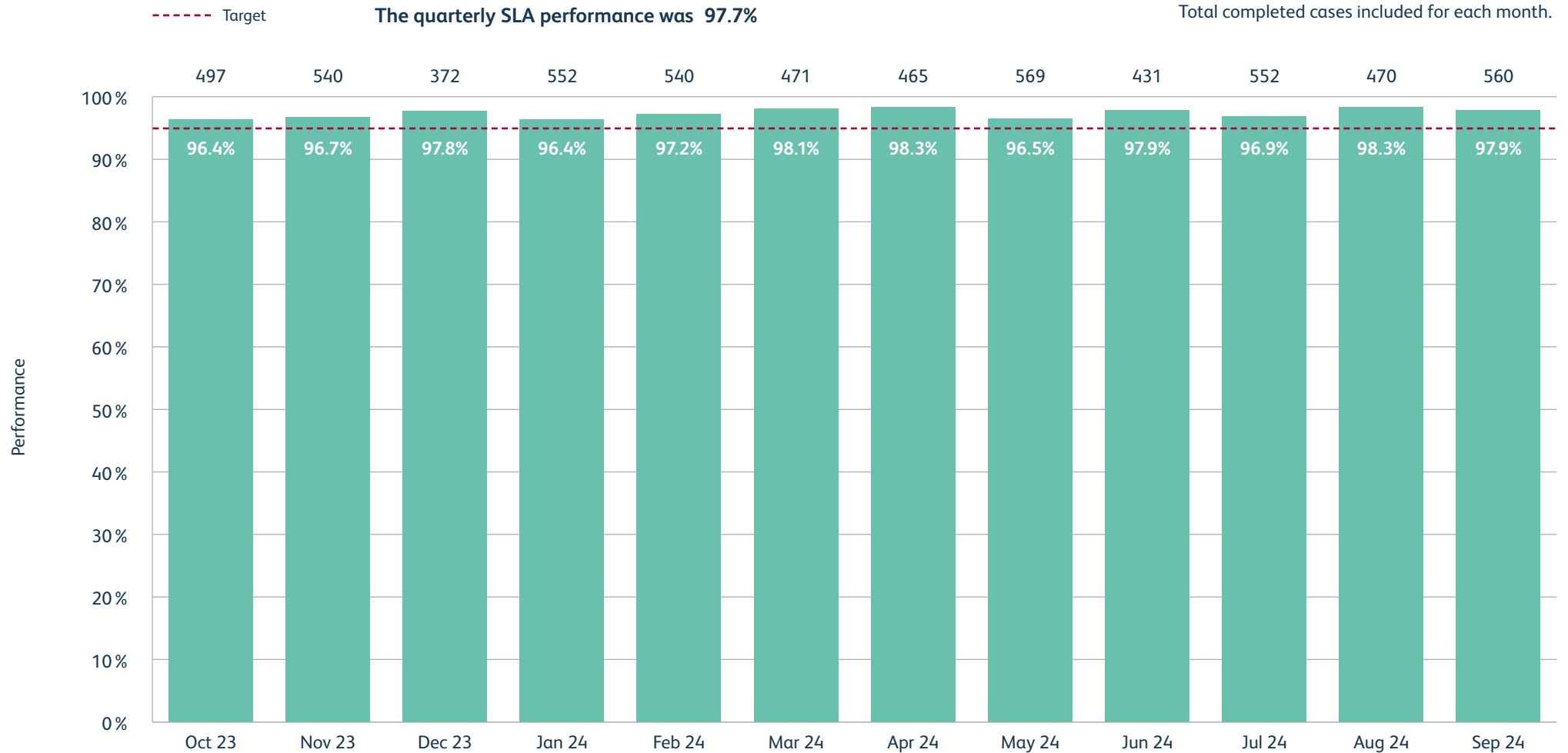
- Performance – all cases
- Performance standard

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



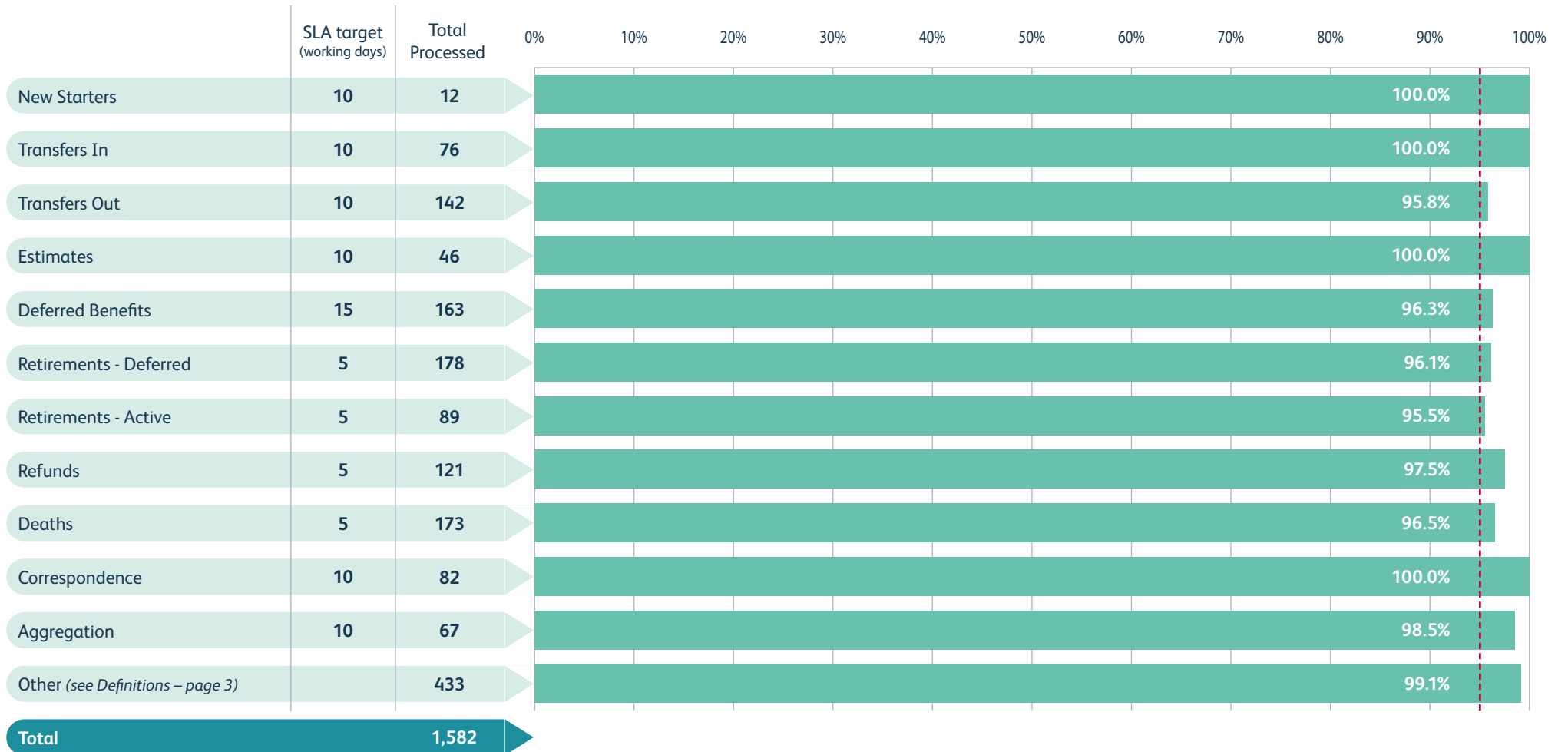
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)



Contact Centre Calls Performance

The Contact Centre deals with all online enquiries and calls from Members for all funds that LPPA provides administration services for.

In this section...

- Wait time range
- Calls answered

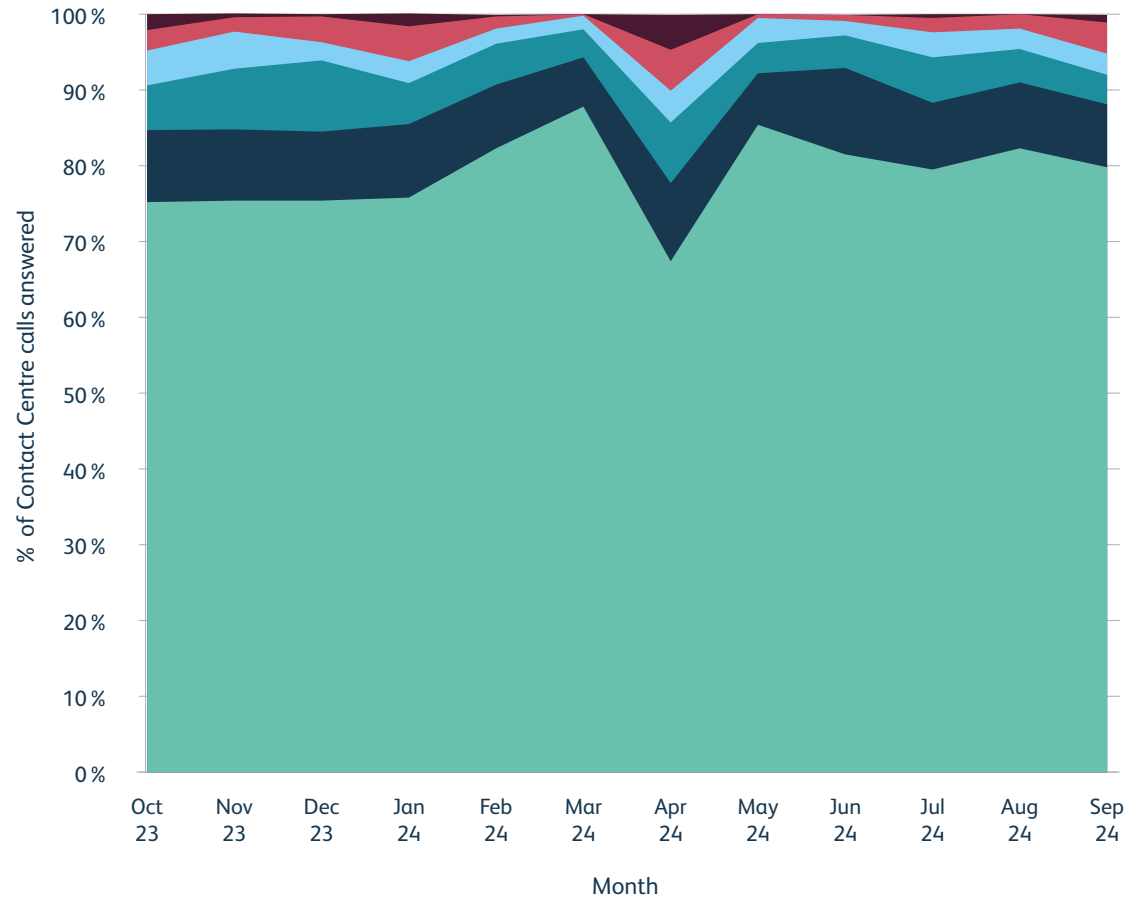
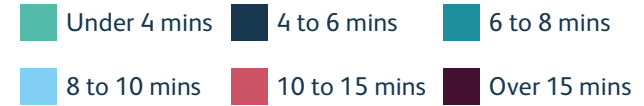
CONTACT CENTRE CALLS PERFORMANCE



WAIT TIME RANGE

CLIENT SPECIFIC

| | Under 4 mins | 4 to 6 mins | 6 to 8 mins | 8 to 10 mins | 10 to 15 mins | Over 15 mins |
|--------|--------------|-------------|-------------|--------------|---------------|--------------|
| Oct 23 | 75.2% | 9.5% | 5.9% | 4.6% | 2.7% | 2.1% |
| Nov 23 | 75.4% | 9.4% | 8.0% | 4.9% | 1.9% | 0.5% |
| Dec 23 | 75.4% | 9.1% | 9.4% | 2.4% | 3.4% | 0.3% |
| Jan 24 | 75.8% | 9.7% | 5.4% | 2.9% | 4.6% | 1.7% |
| Feb 24 | 82.3% | 8.4% | 5.4% | 2.0% | 1.6% | 0.2% |
| Mar 24 | 87.8% | 6.5% | 3.7% | 1.8% | 0.2% | 0.0% |
| Apr 24 | 67.4% | 10.3% | 8.0% | 4.2% | 5.4% | 4.6% |
| May 24 | 85.4% | 6.8% | 4.0% | 3.3% | 0.5% | 0.0% |
| Jun 24 | 81.5% | 11.4% | 4.3% | 1.9% | 0.8% | 0.0% |
| Jul 24 | 79.5% | 8.8% | 6.0% | 3.3% | 1.9% | 0.5% |
| Aug 24 | 82.3% | 8.7% | 4.4% | 2.7% | 1.9% | 0.0% |
| Sep 24 | 79.8% | 8.3% | 3.9% | 2.8% | 4.1% | 1.0% |



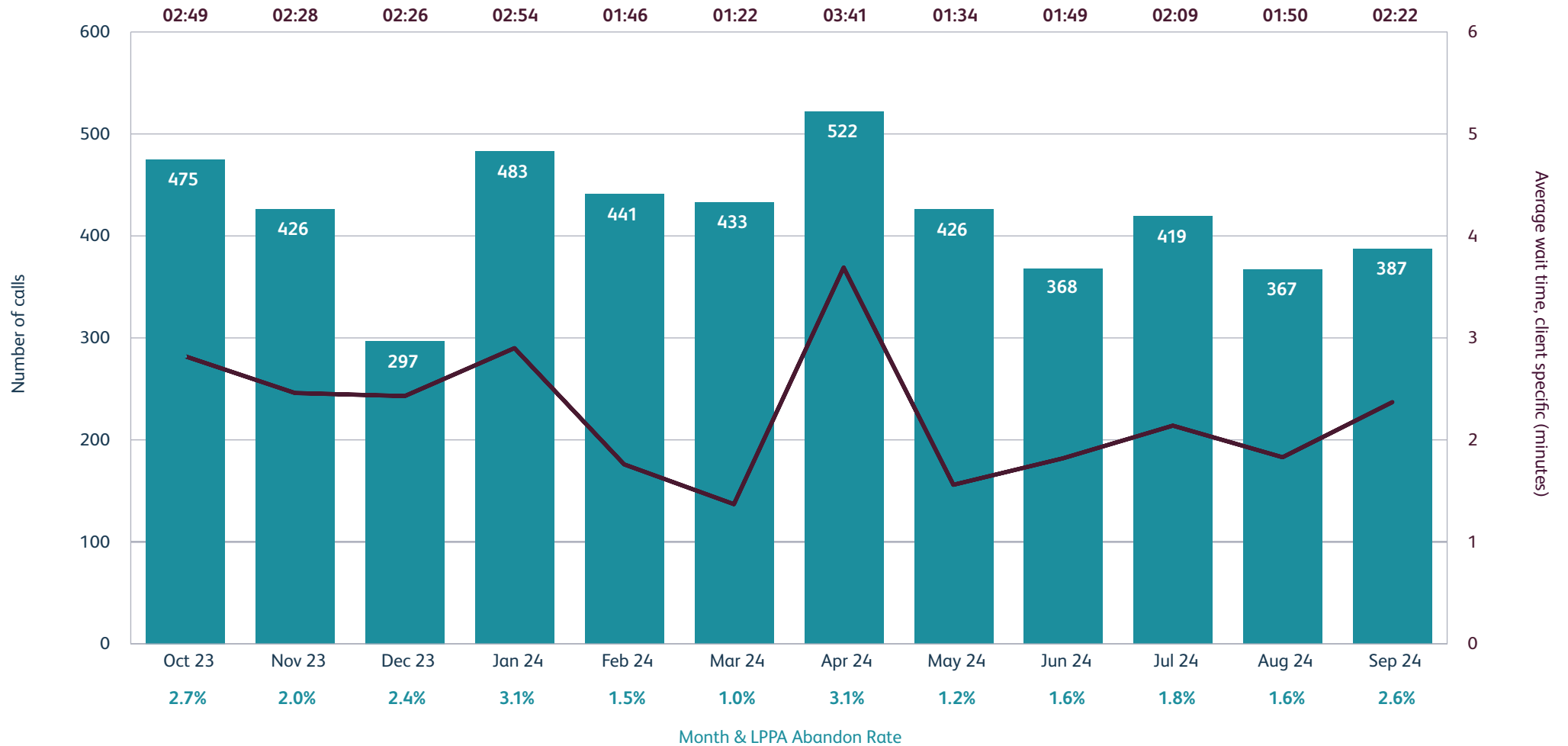
CONTACT CENTRE CALLS PERFORMANCE

CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Quarterly average wait time was 2 minutes 7 seconds



LPP

Local Pensions Partnership
Administration