

Quarterly Administration Report

Hammersmith & Fulham
Pension Fund

1 July - 30 September 2024

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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

'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.

Page 9 & 10

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.

Page 12 & 13

Retirement Satisfaction

Graphs show a breakdown of quarterly retirement surveys (emails issued and responses received).

- Retirements processed / completed - members can have multiple process counts.
- Surveys issued - does not equal retirement processes for several reasons; ill health retirements do not receive a survey; not all members provide an email address; members with multiple retirement processes only receive one survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid).

Satisfaction / Dissatisfaction is included as a % of email surveys issued. This demonstrates that a significant number of surveys are not completed (work is ongoing to encourage an increase in the number of responses to email surveys issued).

The Satisfaction Scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total survey responses - this is the true measure of member satisfaction.

Satisfied responses include satisfied (with the service) and very satisfied.

Dissatisfied responses include dissatisfied and very dissatisfied.

Neutral responses are not included in the data tables.

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...

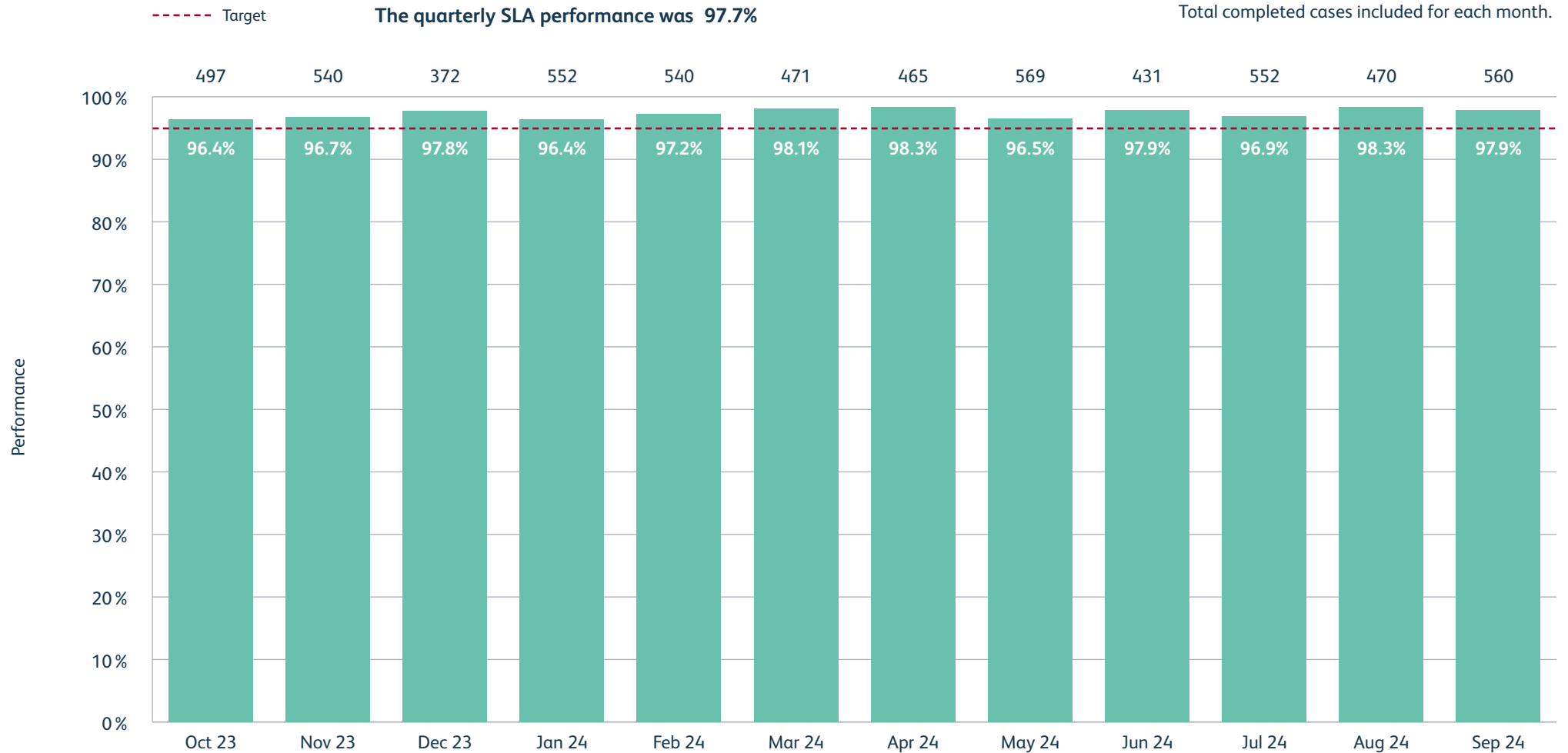
- Performance – all cases
- Performance standard

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



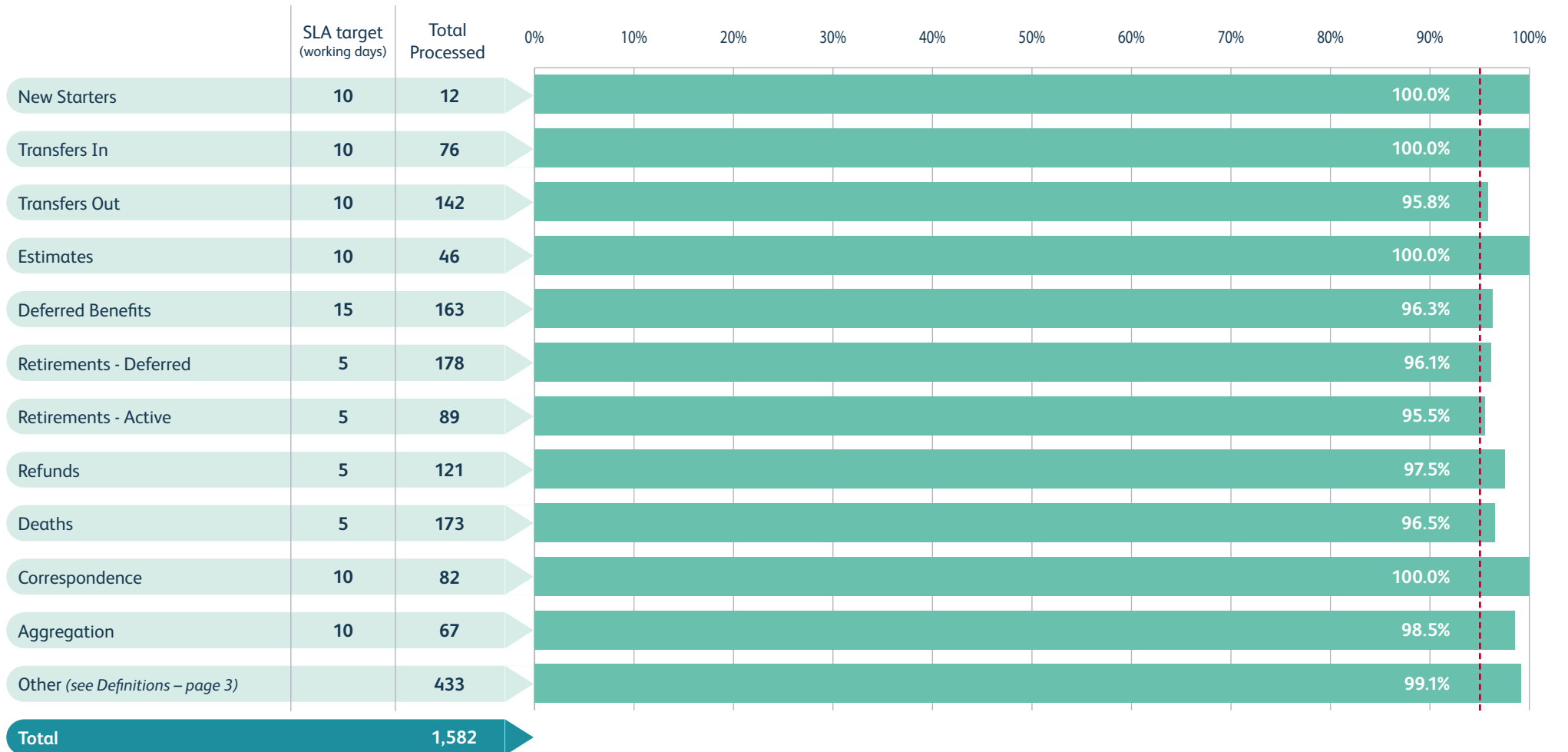
CASEWORK PERFORMANCE



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

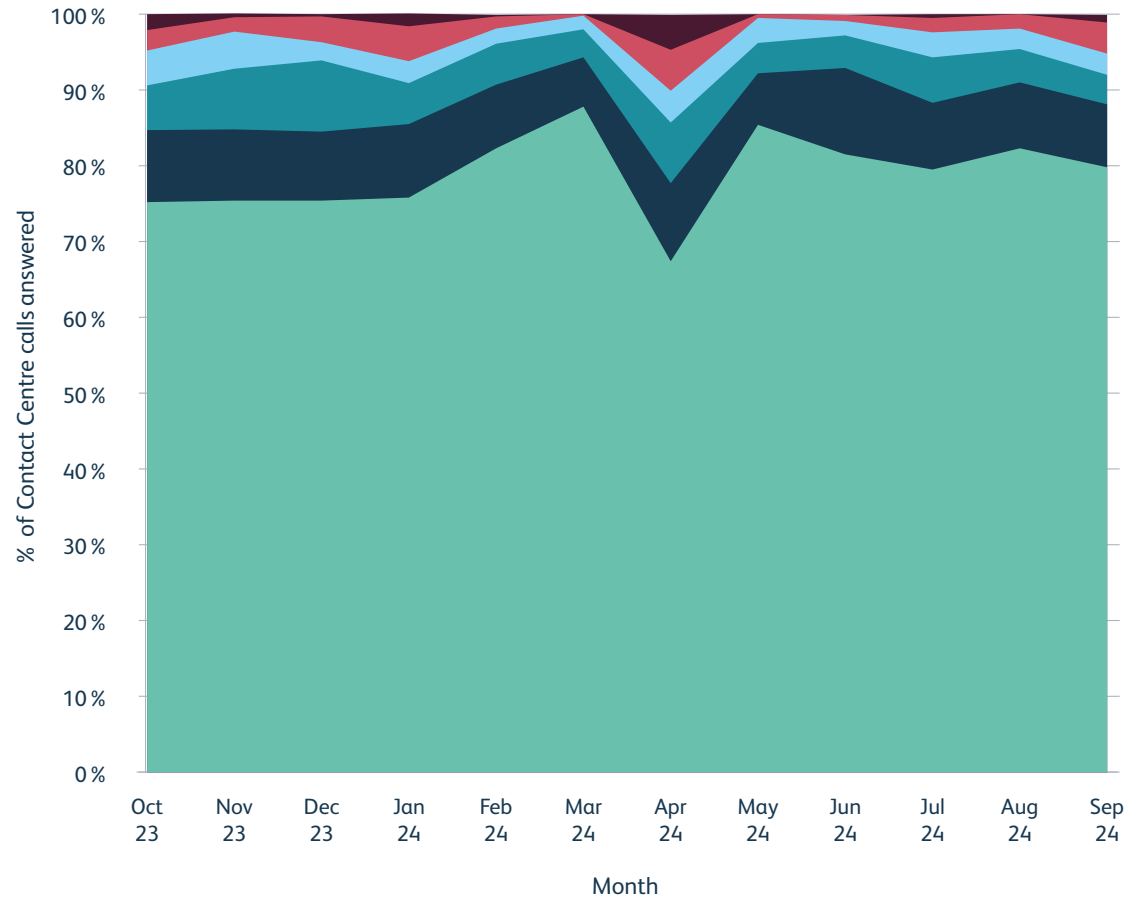
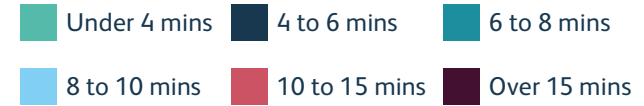
CONTACT CENTRE CALLS PERFORMANCE



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%



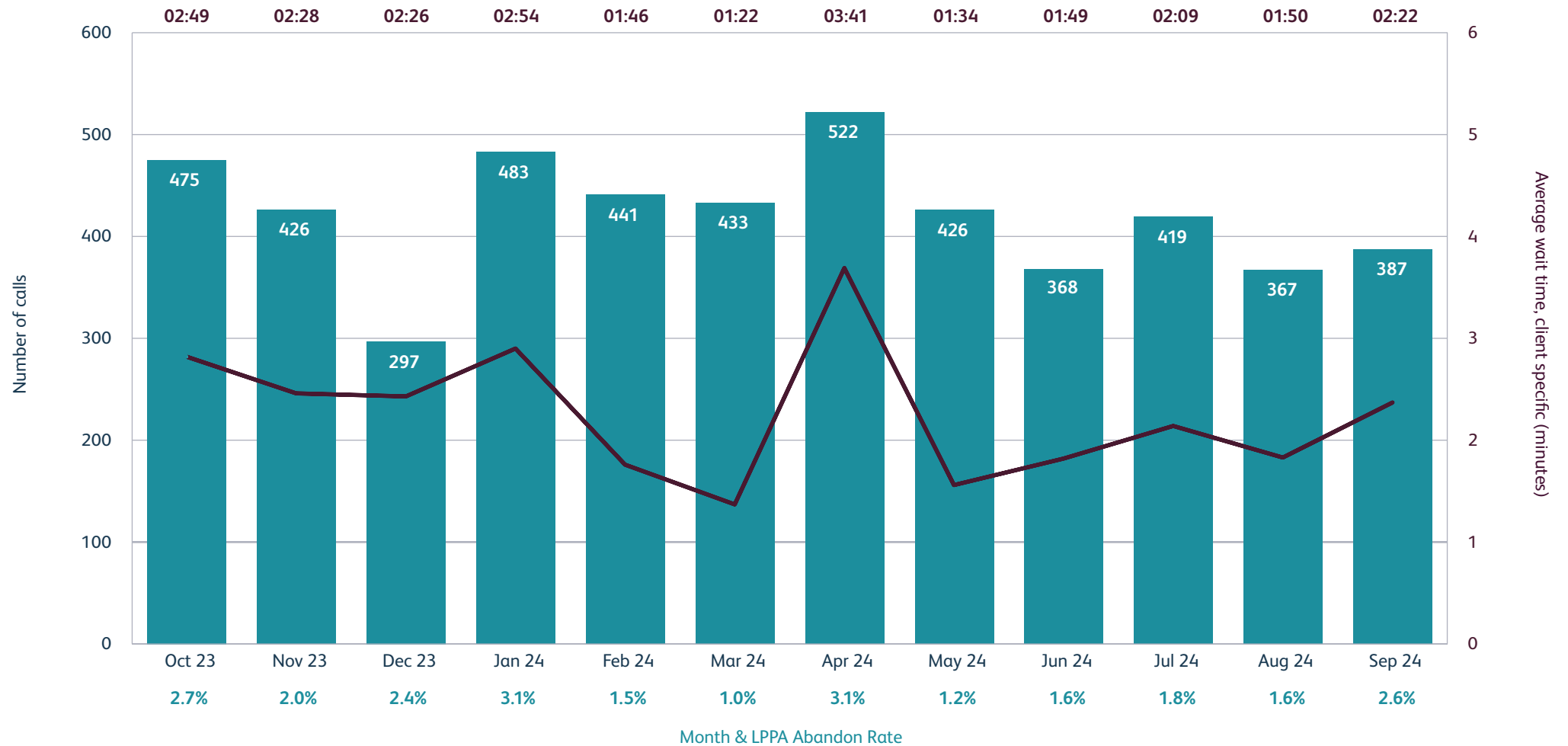
CONTACT CENTRE CALLS PERFORMANCE

CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Quarterly average wait time was 2 minutes 7 seconds



Customer Satisfaction Scores

In this section...

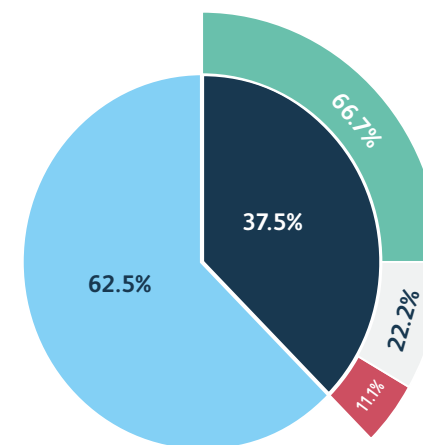
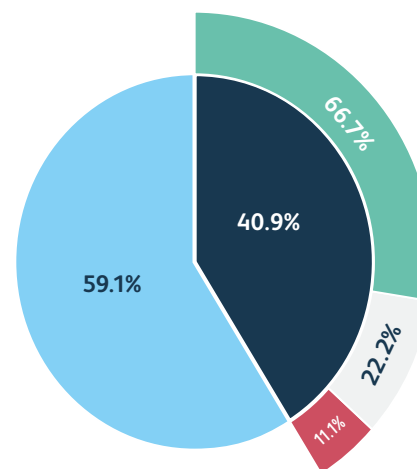
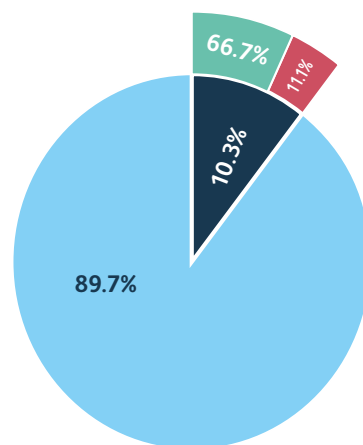
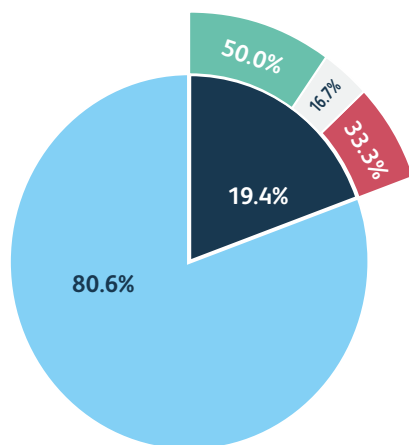
- Retirements - Active
- Retirements - Deferred

CUSTOMER SATISFACTION SCORES



RETIREMENTS - ACTIVE

CLIENT SPECIFIC



	Q3 23/24		Q4 23/24		Q1 24/25		Q2 24/25	
Retirements processed, completed	40		40		33		28	
Surveys issued and as a % of retirements	31	77.5%	29	72.5%	22	66.7%	24	85.7%
Satisfied Responses (as a % of surveys issued)	3	9.7%	2	6.9%	6	27.3%	6	25.0%
Dissatisfied Response (as a % of surveys issued)	2	6.5%	1	3.4%	1	4.5%	1	4.2%
Non responses and as a % of surveys issued	25	80.6%	26	89.7%	13	59.1%	15	62.5%
Responses and as a % of surveys issued	6	19.4%	3	10.3%	9	40.9%	9	37.5%
Satisfied responses and as a % of responses	3	50.0%	2	66.7%	6	66.7%	6	66.7%
Neutral responses and as a % of responses	1	16.7%	0	0.0%	2	22.2%	2	22.2%
Dissatisfied Responses and as a % of responses	2	33.3%	1	33.3%	1	11.1%	1	11.1%

Please note:

Graphs show a breakdown of quarterly retirement surveys:

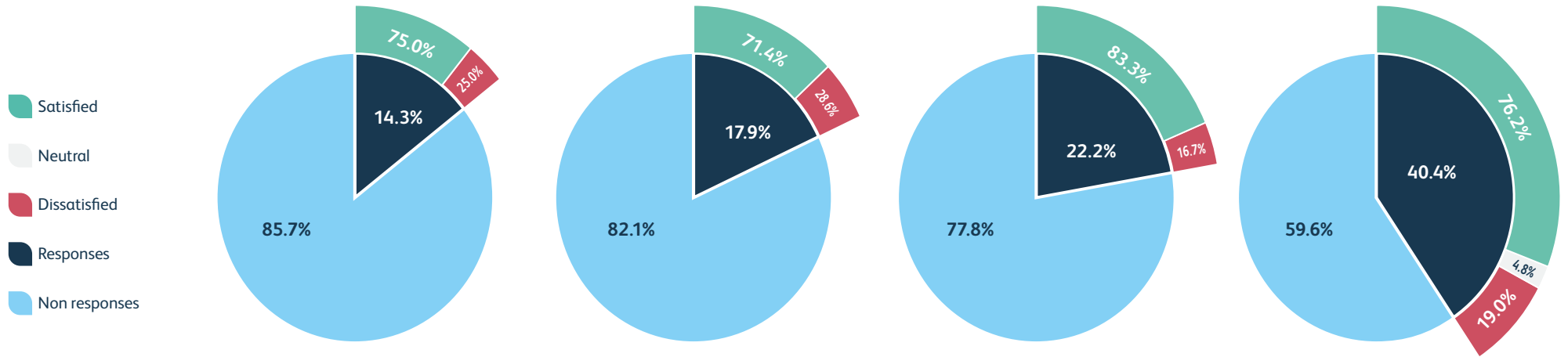
- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; 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).*

*More information on data / results are included in the Definitions page earlier in this report.

CUSTOMER SATISFACTION SCORES

RETIREMENTS - DEFERRED

CLIENT SPECIFIC



	Q3 23/24		Q4 23/24		Q1 24/25		Q2 24/25	
Retirements processed, completed	63		79		77		62	
Surveys issued and as a % of retirements	56	88.9%	39	49.4%	54	70.1%	52	83.9%
Satisfied Responses (as a % of surveys issued)	6	10.7%	5	12.8%	10	18.5%	16	30.8%
Dissatisfied Response (as a % of surveys issued)	2	3.6%	2	5.1%	2	3.7%	4	7.7%
Non responses and as a % of surveys issued	48	85.7%	32	82.1%	42	77.8%	31	59.6%
Responses and as a % of surveys issued	8	14.3%	7	17.9%	12	22.2%	21	40.4%
Satisfied responses and as a % of responses	6	75.0%	5	71.4%	10	83.3%	16	76.2%
Neutral responses and as a % of responses	0	0.0%	0	0.0%	0	0.0%	1	4.8%
Dissatisfied Responses and as a % of responses	2	25.0%	2	28.6%	2	16.7%	4	19.0%

LPP

Local Pensions Partnership
Administration