

Quarterly Administration Report

Hammersmith & Fulham Pension
Fund

1 January - 31 March 2025

CONTENTS

Section	Page
Definitions	3
Our Core Values	4
Casework Performance	5
Contact Centre Calls Performance	8
Customer Satisfaction Scores	11



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...

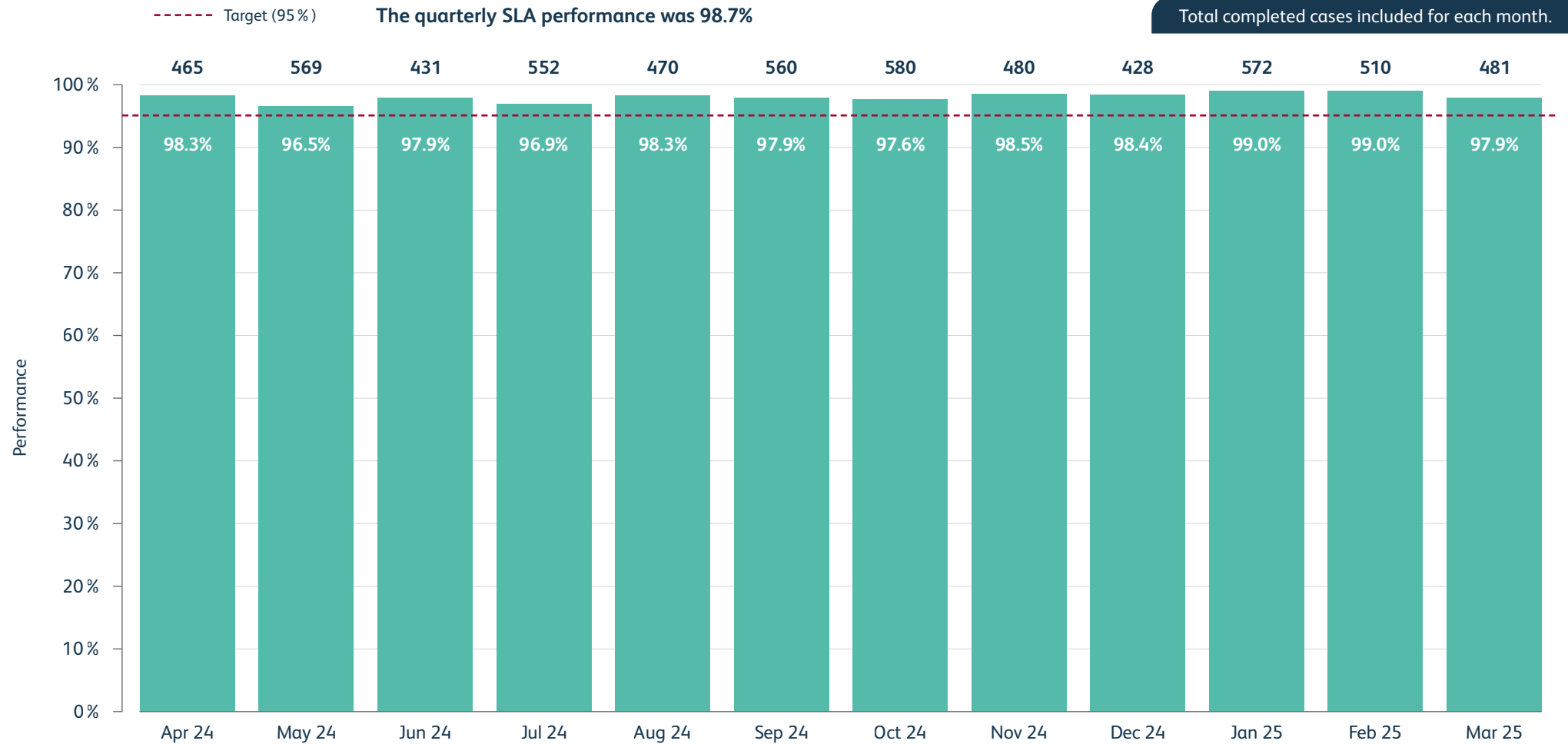
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



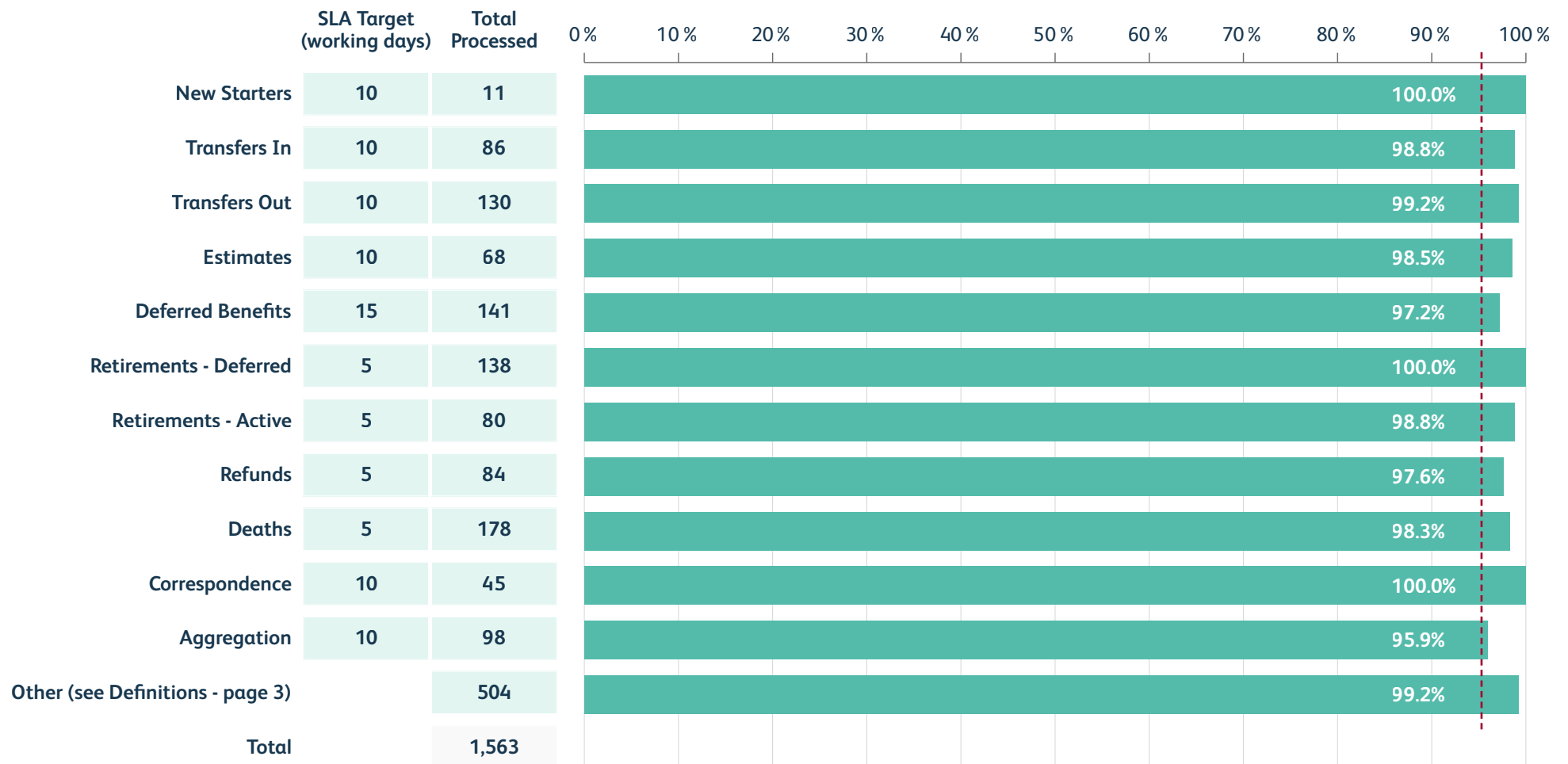
CASEWORK PERFORMANCE



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

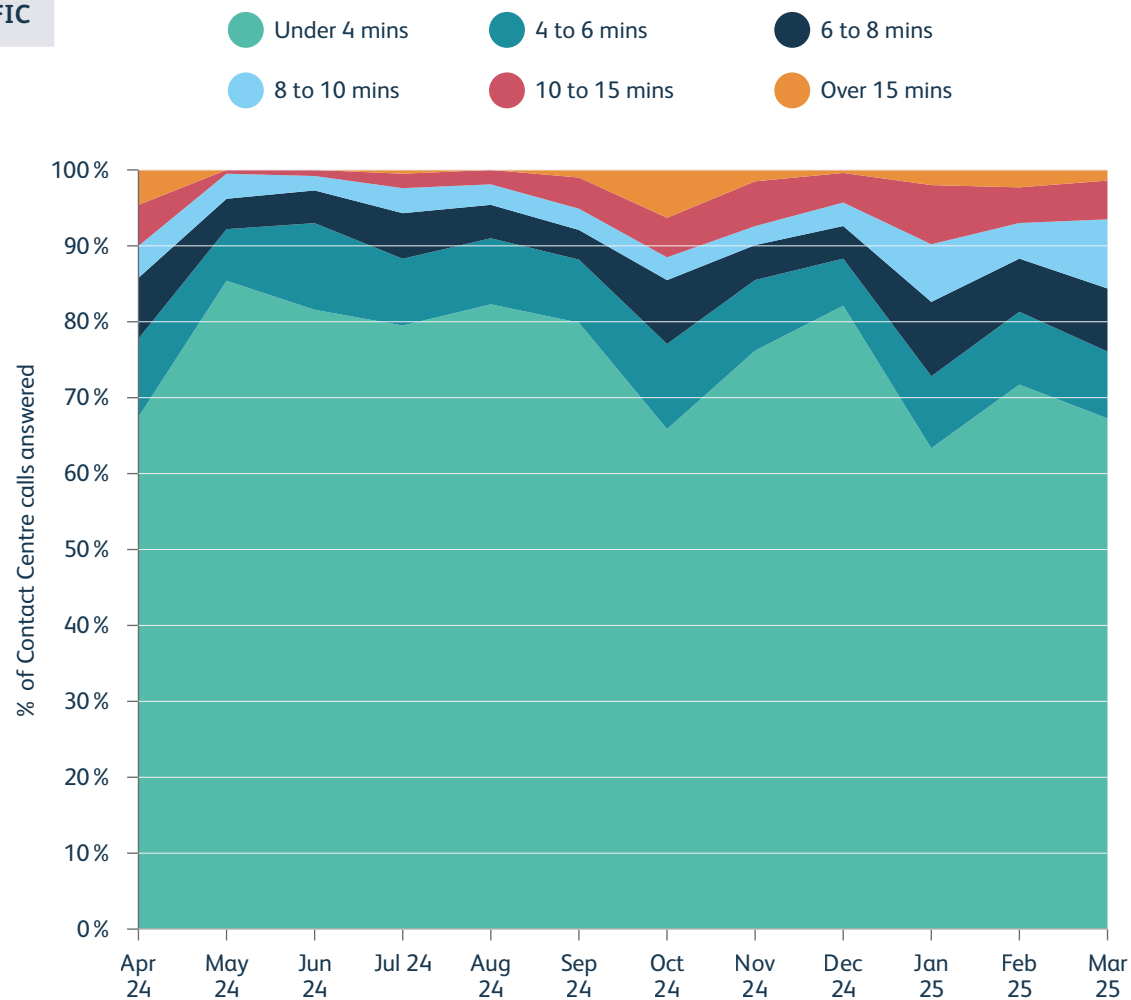
CONTACT CENTRE CALLS PERFORMANCE



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
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%
Oct 24	65.8%	11.2%	8.4%	3.0%	5.2%	6.3%
Nov 24	76.2%	9.3%	4.6%	2.5%	5.9%	1.5%
Dec 24	82.2%	6.2%	4.3%	3.1%	3.9%	0.4%
Jan 25	63.4%	9.5%	9.8%	7.6%	7.8%	2.0%
Feb 25	71.8%	9.6%	7.0%	4.7%	4.7%	2.3%
Mar 25	67.2%	8.8%	8.3%	9.1%	5.1%	1.4%



CONTACT CENTRE CALLS PERFORMANCE



CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Quarterly average wait time was 3 minutes 25 seconds



Customer Satisfaction Scores

In this section...

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent
- Retirements - Active
- Retirements - Deferred

CUSTOMER SATISFACTION SCORES

Please note:

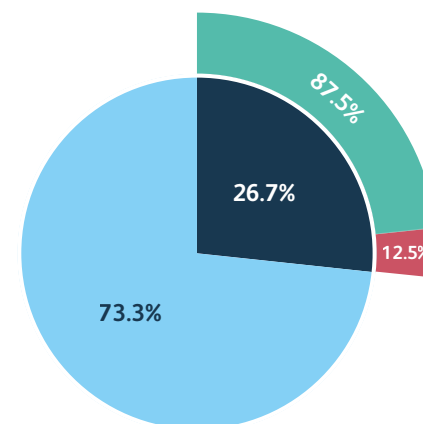
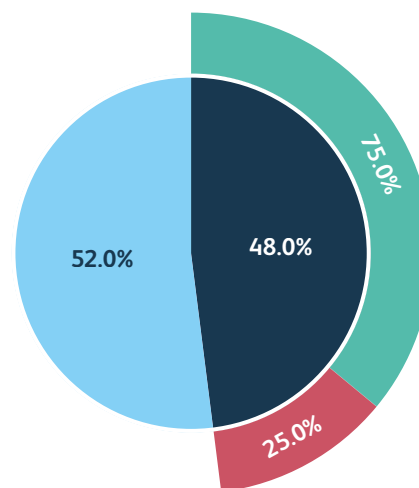
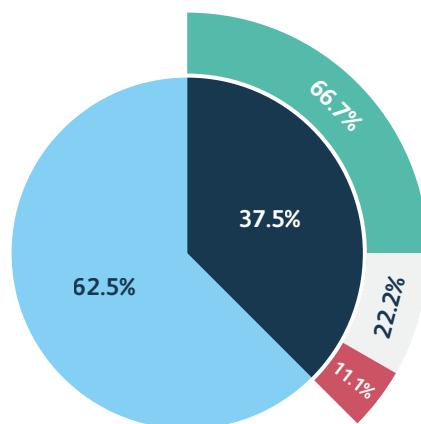
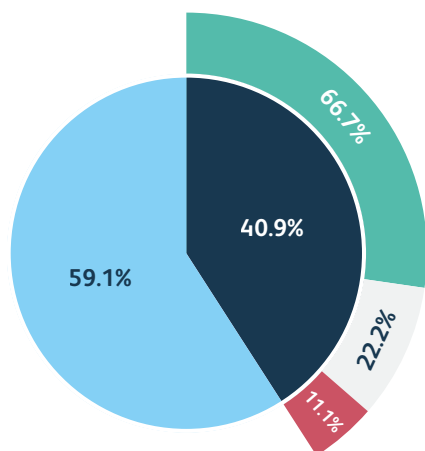
Graphs show a breakdown of quarterly retirement surveys:

- 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).*



RETIREMENTS - ACTIVE

CLIENT SPECIFIC



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%

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%

Q2 24/25		
Retirements processed, completed	28	
Surveys issued and as a % of retirements	24	85.7%
Satisfied Responses (as a % of surveys issued)	6	25.0%
Dissatisfied Response (as a % of surveys issued)	1	4.2%
Non responses and as a % of surveys issued	15	62.5%
Responses and as a % of surveys issued	9	37.5%
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%

Q3 24/25		
Retirements processed, completed	30	
Surveys issued and as a % of retirements	25	83.3%
Satisfied Responses (as a % of surveys issued)	9	36.0%
Dissatisfied Response (as a % of surveys issued)	3	12.0%
Non responses and as a % of surveys issued	13	52.0%
Responses and as a % of surveys issued	12	48.0%
Satisfied responses and as a % of responses	9	75.0%
Neutral responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	3	25.0%

Q4 24/25		
Retirements processed, completed	33	
Surveys issued and as a % of retirements	30	90.9%
Satisfied Responses (as a % of surveys issued)	7	23.3%
Dissatisfied Response (as a % of surveys issued)	1	3.3%
Non responses and as a % of surveys issued	22	73.3%
Responses and as a % of surveys issued	8	26.7%
Satisfied responses and as a % of responses	7	87.5%
Neutral responses and as a % of responses	0	0.0%
Dissatisfied Responses and as a % of responses	1	12.5%

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

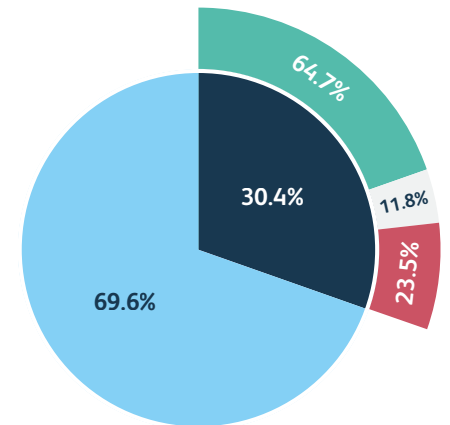
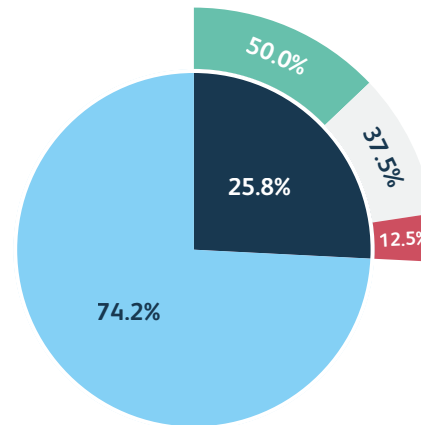
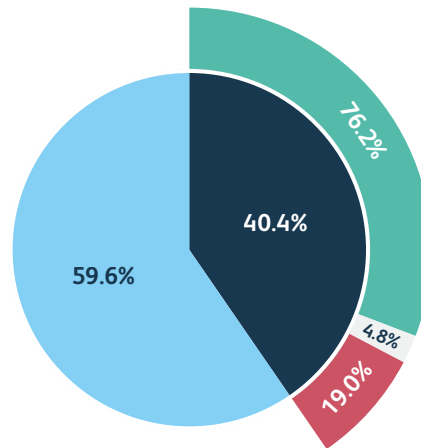
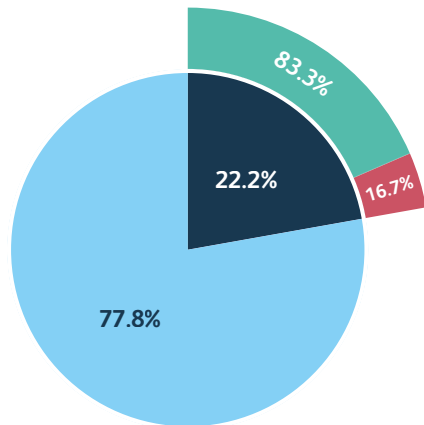
CUSTOMER SATISFACTION SCORES



RETIREMENTS - DEFERRED

CLIENT SPECIFIC

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



Q1 24/25

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%

77	
54	70.1%
10	18.5%
2	3.7%
42	77.8%
12	22.2%
10	83.3%
0	0.0%
2	16.7%

Q2 24/25

62	
52	83.9%
16	30.8%
4	7.7%
31	59.6%
21	40.4%
16	76.2%
1	4.8%
4	19.0%

62	
52	83.9%
16	30.8%
4	7.7%
31	59.6%
21	40.4%
16	76.2%
1	4.8%
4	19.0%

Q3 24/25

75	
62	82.7%
8	12.9%
2	3.2%
46	74.2%
16	25.8%
8	50.0%
6	37.5%
2	12.5%

75	
62	82.7%
8	12.9%
2	3.2%
46	74.2%
16	25.8%
8	50.0%
6	37.5%
2	12.5%

Q4 24/25

60	
56	93.3%
11	19.6%
4	7.1%
39	69.6%
17	30.4%
11	64.7%
2	11.8%
4	23.5%

60	
56	93.3%
11	19.6%
4	7.1%
39	69.6%
17	30.4%
11	64.7%
2	11.8%
4	23.5%

LPP

Local Pensions Partnership
Administration