

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Pension Board

Date: 04/06/2025

Subject: Key Performance indicators

Report author: Eleanor Dennis, Head of Pensions

Responsible Director: Sukvinder Kalsi, Director of Finance

SUMMARY

This paper sets out a summary of the performance of the Local Pension Partnership Administration (LPPA) in providing a pension administration service to the Hammersmith & Fulham Pension Fund Committee. The Key Performance Indicators (KPIs) for the period January – March 2025 inclusive, i.e., quarter 4 (Q4) are shown meeting papers from the Pension Fund Committee. The reviewing of KPI's is line with The Pension Regulator's guidance in the general code, for governing bodies to regularly assess performance.

RECOMMENDATIONS

The Pension Fund Committee is asked to consider and note the contents of this report.

Wards Affected: None

Our Values	Summary of how this report aligns to the H&F Values
Being ruthlessly financially efficient	Ensuring good governance for the Pension Fund should ultimately lead to better financial performance in the long run for the Council and the council tax payer.

Finance Impact

There are no direct financial implications as a result of this report. Costs of the pensions administration service, including costs of additional commissioned work provided by LPPA are met from the Pension Fund.

Sukvinder Kalsi, Director of Finance, 22nd May 2025

Legal Implications

Under Regulation 53 of the Local Government Pension Scheme Regulations 2013, the Council, as the administering authority of the Pension Fund “is responsible for managing and administering the Scheme in relation to any person for which it is the appropriate administering authority under these Regulations”. Therefore, it is responsible for ensuring that the Pension Fund is administered in accordance with the Regulations and wider pensions law and other legislation. It discharges this obligation under the terms of a contract with Lancashire County Council dated 26th January 2022 which, in turn, sub-contracts its obligations to the Local Pensions Partnership Limited under a separate contract of the same date. The Service Levels are set out in the Addendum to Schedule 1 of the contract with Lancashire County Council. This report asks that the Pension Fund Committee notes the performance against those Service levels.

Angela Hogan, Chief Solicitor (Contracts and Procurement) 19th May 2025

Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS

Analysis of Performance

1. The KPIs have been set out in the discharge agreement between the LPPA (Local Pension Partnership Administration) and the London Borough of Hammersmith & Fulham (LBHF). The Head of Pensions ensures performance measures are discussed and reviewed between both parties both a monthly basis as well as in Pension Board and Pension Fund Committee meetings in accordance with the Pension Regulator’s General Code of Practice that states that governing bodies should consider reports regularly and challenge when required to monitor performance.
2. This report covers the performance of our administration partner LPPA over Q4 for the pension fund scheme year 2024/25. The KPI’s detailed in Appendix 1 of the pension administration report covers the period 01 January 2025 to 31 March 2025 inclusive.
3. During the period January to March 2025, in Q4 with 1563 cases LPPA processed, compared with 1488 in Q3 and 1582 cases in Q2, which was an increase of 94 cases for the Hammersmith & Fulham Pension Fund. The overall quarterly KPI performance in Q4 was 98.7% up from 98.1% in Q3 and continuing the upward trend throughout the year 2024/25 with 97.7% in Q2, and 97.5% in Q1, showing LPPA’s continuous improvement throughout the scheme year. Performance above target was achieved in 100% of all case types in Q4 and Q3.

Performance in key areas

4. Retirements – Performance on this task area continues to improvement. Active retirements saw a KPI in Q4 of 98.8% Q3 of 98.6%, Q2 of 95.5% and Q1 97.4%. The processing of deferred retirements in Q4 100%, Q3 of 95.9% Q2 saw 95.4% and Q1 of 2024/25.
5. Deaths – The processing of death cases performance has been above 95% throughout the year. In Q4 in 98.3%, Q3 in 96%, Q2 in 96.5% in Q1 95.8% (2024/25), cases were processed on time.
6. Transfers – All transfer cases continue to be processed within the SLA targets. With 99.2% of transfer outs processed on time in Q4 compared to 97.7% in Q3 and 98.8%% of Transfer in's in Q4.
7. Refunds – Performance on this case type saw in Q4 97.6% and in Q3 saw 97.7% of cases processed on time, so this continues to improve from 97.5% in Q2, compared with 93.3% in Q1.
8. The Head of Pensions is continuing to collaborate with LPPA to try to ensure they are able to sustain their improved SLA performance as well as to increase the quality in terms of the delivery of this service.

Summary

9. We have seen a continuous improvement in the KPI pension administration service delivery provided by LPPA in the 2024/25 scheme year. We are hopeful that this will remain consistent, and that the quality of service experienced by members, beneficiaries and the LBHF pension team will also improve. The Head of Pensions has had assurances from LPPA senior management team that quality will improve, and that service delivery can continue to be maintained at a target hitting level.
10. None

Risk Management Implications

11. None

Climate and Ecological Emergency Implications

12. None

Consultation

13. None

LIST OF APPENDICES

None