

# LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Pension Fund Committee

**Date:** 25/06/2025

**Subject:** Key Performance indicators

**Report author:** Eleanor Dennis, Head of Pensions

**Responsible Director:** Sukvinder Kalsi, Director of Finance

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## 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. The Key Performance Indicators (KPIs) for the scheme year April 2024 – March 2025 inclusive, are detailed in Appendix 1. The reviewing of KPI's is in line with The Pension Regulator's guidance in the general code, for governing bodies to regularly assess performance.

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## RECOMMENDATIONS

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

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**Wards Affected:** None

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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, 13<sup>th</sup> June 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 26<sup>th</sup> 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) 13<sup>th</sup> June 2025

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## Background Papers Used in Preparing This Report

None

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## 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 the scheme year for the pension fund scheme year 2024/25. The KPI’s detailed in Appendix 1 of the pension administration report covers the period 01 April 2024 to 31 March 2025 inclusive.
3. During the period April 2024 to March 2025, LPPA processed 6098, compared with 5604 cases in 2023/24, an increase of 494 processed cases for the Hammersmith & Fulham Pension Fund over the last 12 months. The highest volume case types processed by LPPA were; deferred enquiries, deferred retirements and death cases.

## **Performance in key areas**

4. Retirements – Performance on this task area continues to improve, with 318 cases processed in the scheme year by LPPA, mostly within the 10 working day SLA. 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 – There were 697 cases processed by LPPA this year with KPI maintained 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 – There were 472 transfer out cases were processed in 2024/25. Most 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 and 281 processed in the year.
7. Refunds – There were 372 refunds processed in 2024/25. 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 of the delivery of this service to all stakeholders.

## **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**

Appendix 1 - LPPA Annual Administration report April 2024 – March 2025