



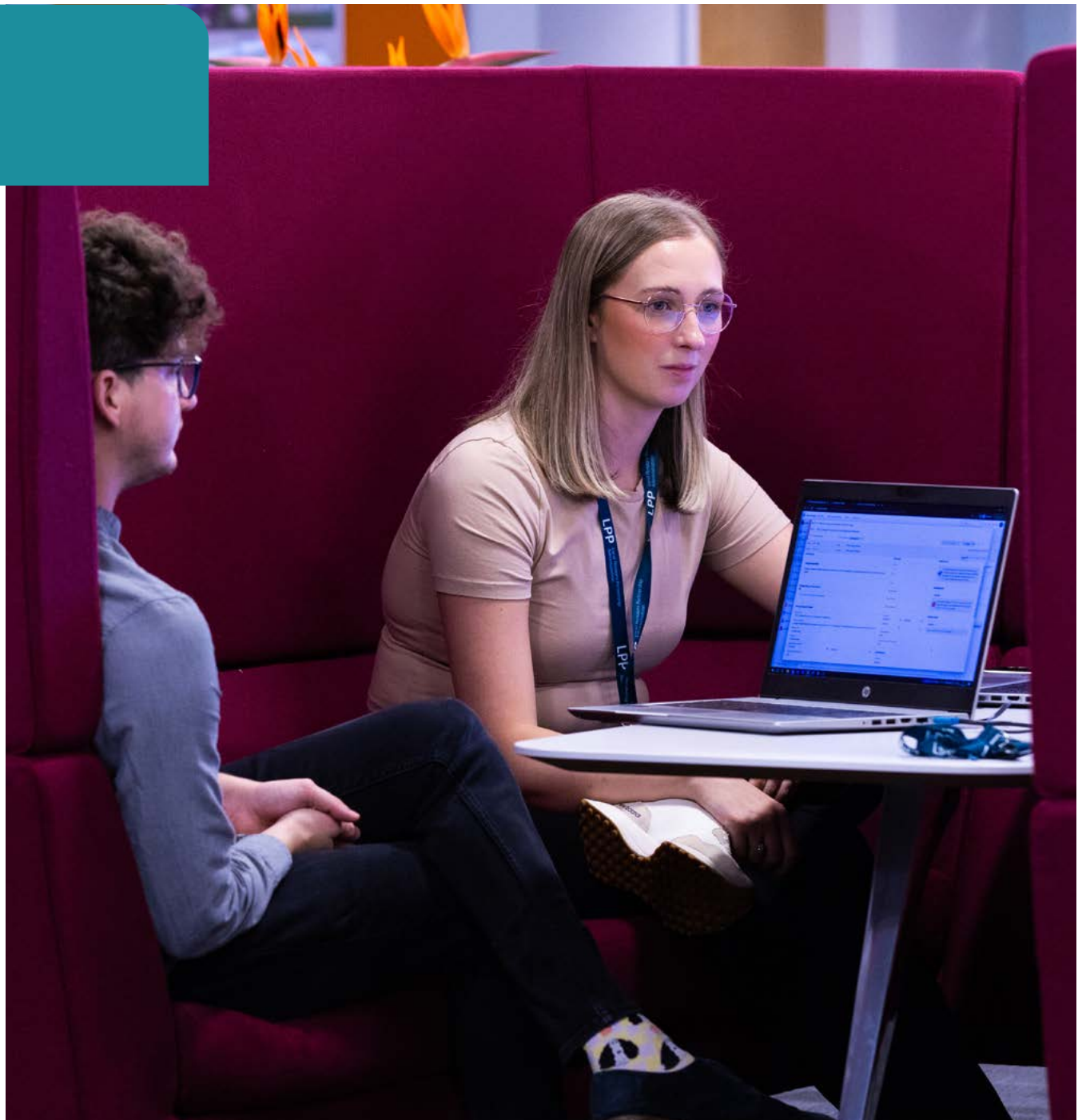
Administration Report - Annual Appendix

Hammersmith & Fulham
Pension Fund

1st April 2024 - 31st March 2025

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ANNUAL SUMMARY

LPPA has made considerable progress in ensuring that monthly casework performance is consistently delivered against the 95 % target, and in line with contractual obligations.

Helpdesk and Retirement satisfaction scores have been reported at client level to provide a more specific view of satisfaction scores for members. To improve the service provided to clients, employers and members, a key focus has been on delivering more functionality through the online self-service portals, and enabling more automation across the casework processes that are integral to our administration responsibilities. This will remain a priority as we move forwards into 2025-26, to ensure that the quality of casework continues to improve, and that this is reflected in both the member and employer experience.

Helpdesk performance has continued to trend in the right direction in 2024-25, with average call wait times below the non-contractual 4-minute target.

McCloud has been a significant project in the year and will continue to be a key focus in 2025-26, as LPPA follows the national guidelines and timescales relating to the implementation of the remedy.

All regulatory and statutory deadlines in the year were successfully met.

Forward thinking...
Working together...
Doing the right thing...
Committed to excellence...



Casework Performance

In this section...

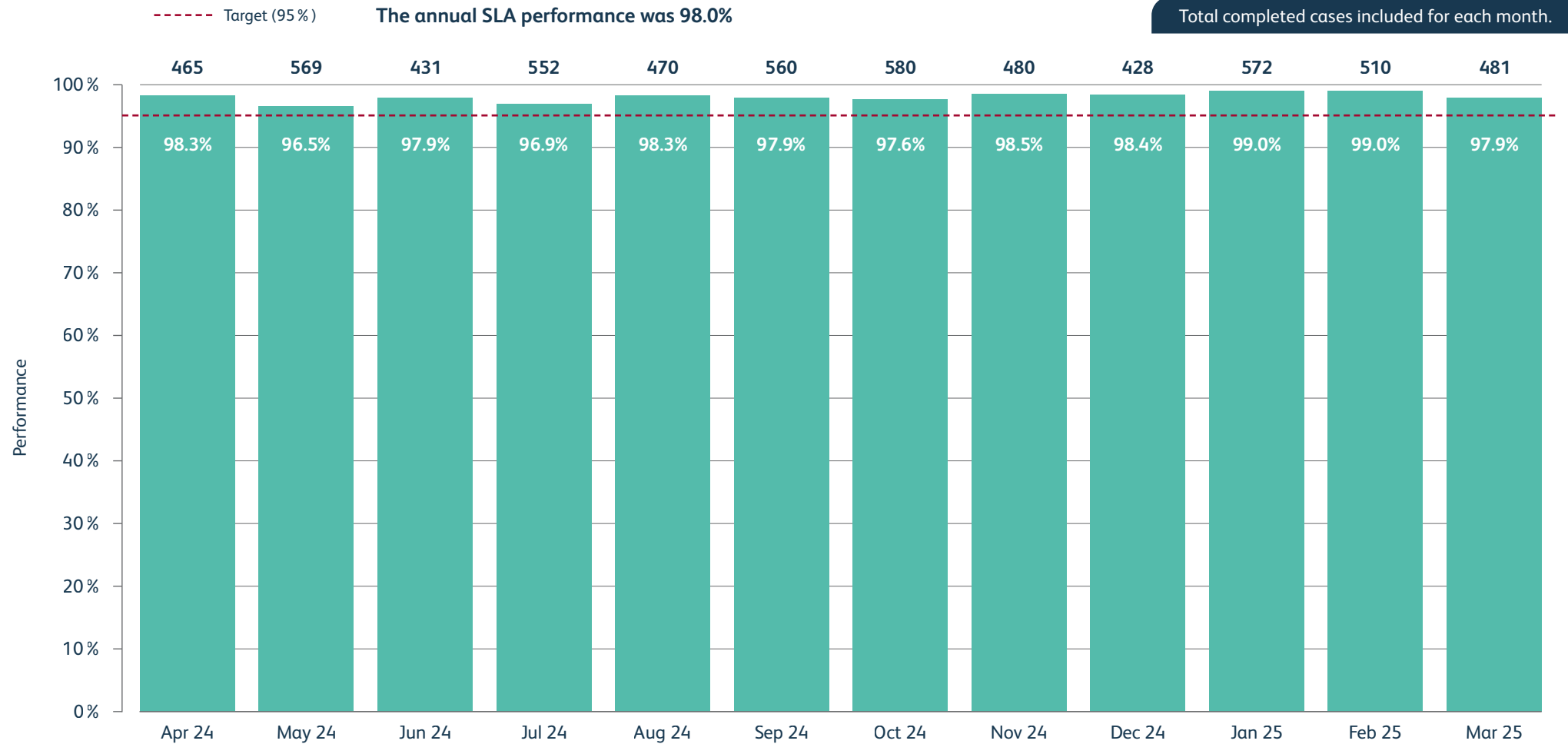
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



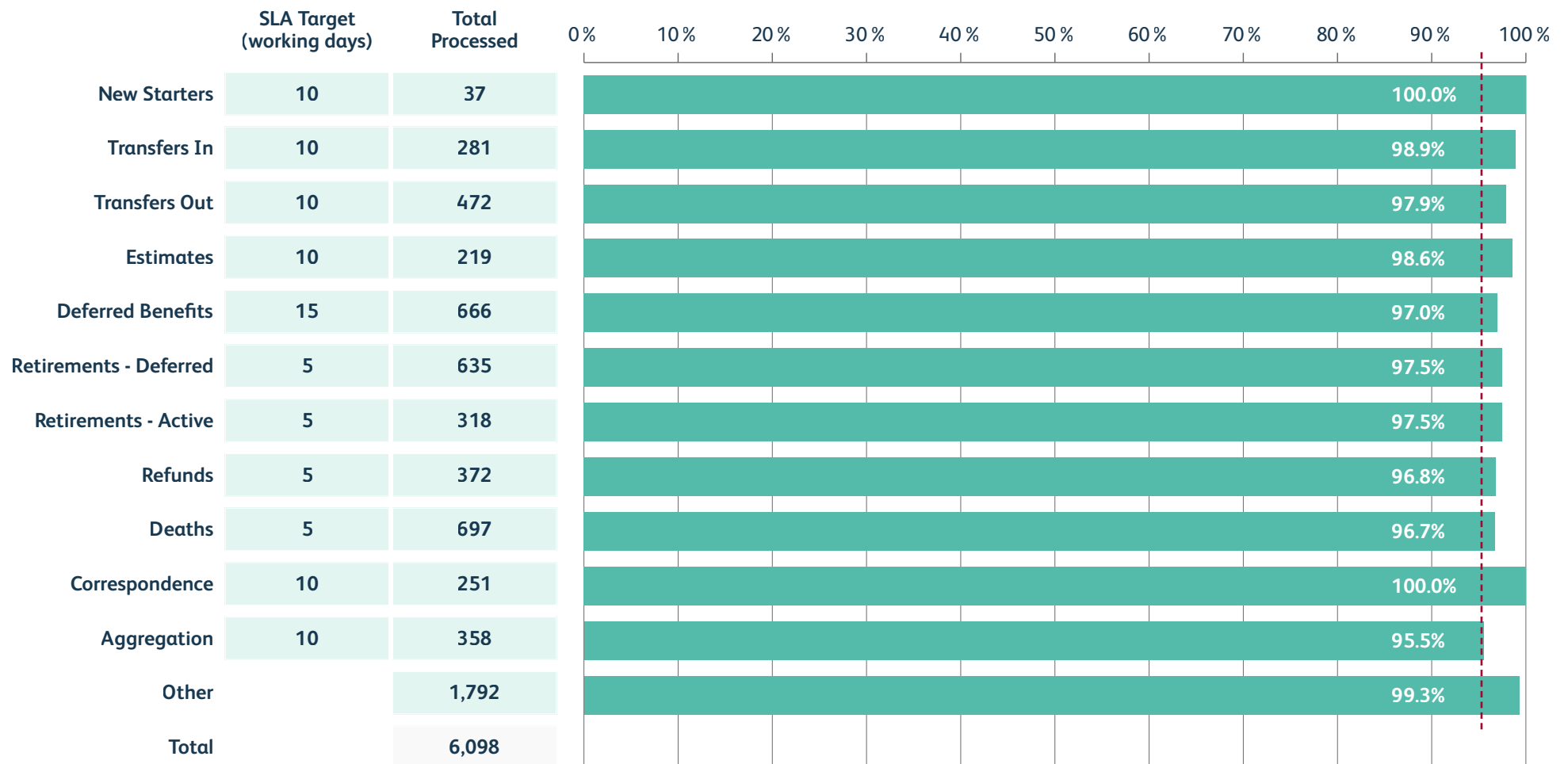
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)



CASEWORK PERFORMANCE



ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER

CLIENT SPECIFIC

The following table is created by identifying all reportable casework within UPM, and includes those that have subsequently Completed / Aborted / Remain Outstanding within the quarter. The figures in this table cannot be compared to those in the previous slide for a number of reasons including: the table includes aborted cases, but the horizontal bar graph does not; the SLA 'stop trigger' can be actioned before the process has been completed.

	Brought forward at 01/04/24	Received (Inbound)	Completed (Outbound)	Outstanding as of 31/03/25
New Starters	15	63	73	5
Transfers In	220	541	497	264
Transfers Out	221	633	585	269
Estimates	34	261	251	44
Deferred Benefits	358	1,102	1,173	287
Retirements - Deferred	150	752	783	119
Retirements - Active	104	474	465	113
Refunds	102	567	585	84
Deaths	333	873	878	328
Correspondence	79	585	595	69
Aggregation	191	609	591	209
Other	68	1,892	1,919	41
Total	1,875	8,352	8,395	1,832

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...

- Calls answered

CONTACT CENTRE CALLS PERFORMANCE



CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Annual average wait time was 2 minutes 44 seconds



Employer Engagement & Member Communication Activity

In this section...

- Delivered

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED

ALL LPPA

- Member training sessions were delivered throughout 2024/25, including Making Sense of Your (LGPS) Pension - to support new joiners in understanding their LGPS pension - and Making Sense of Your Retirement - to prepare members in their plans for retirement.
- As part of LPPA's ongoing strategy to support employers and improve administration performance, training sessions were successfully delivered throughout the year. These online training sessions included:
 - Monthly Returns (successfully submitting files and resolving data queries)
 - LGPS Scheme Essentials (support with calculating final pay, CARE pay and assumed pensionable pay)
 - Employer Responsibilities (support with ongoing pension administration responsibilities)
 - Scheme Leavers (support with submitting leaver details using the employer portal, and reinforcing the importance of providing LPPA with a minimum of 30 days' notice, prior to the members retirement date)
 - Absence and Ill Health (support with managing distinct types of absence in the LGPS)
- In addition to our regular employer newsletter (Pension Pulse, distributed every two months), ongoing email communications were issued to all LGPS employers. These included:
 - "Help Us to Improve the Retirement Process for your Employees" – communicating the leaver process, and the impact that timeliness and accuracy of data submission can have on the member experience.
 - "Monthly Returns" – reminders on deadlines for submission, including details of the 2025 valuation, the importance of accurate and up-to-date data files, and the possible impact on employer contributions of non-submission.
- Statutory communications were issued on-time to members throughout the year including:
 - P60 notification communications to retired members in April/May.
 - The 2024 LPPA retiree's online newsletter was issued to members. This included updates on 2024 pension increases, 'understanding your P60' and pension pay dates (2024/25)
 - The 2024 active and deferred online newsletter to members, communicating how they can access their 2024 ABS through PensionPoint.
 - Annual Allowance and Pension Saving Statement communications were also issued to eligible members in Q2.
- The annual LPPA client forum took place in November, which was attended by representatives from all LG clients. This session was well received by clients, and included presentations on
 - The 2024 client survey, following interviews with clients undertaken in August and September.
 - The benefits of LPPA's participation in the annual CEM Benchmarking activity.
 - Customer satisfaction, and how this is measured throughout the year, including how the data is used to inform improvements to both LPPA's operational performance and the member experience.
 - The LPPA Efficiency and Service Improvement Programme (ESIP), and the drive towards leveraging the benefits of process and system automation.
 - The rise of Artificial Intelligence, and how LPPA is embedding the associated benefits into the business.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

DELIVERED – CONTINUED

ALL LPPA

- Ongoing updates and information which reflected national guidance around McCloud remedy, were made to the LPPA website for LGPS members through the year.
- The LPPA website was updated throughout 2024/25, with improved self-service information being made available to employers and members. This included the use of Ai generated videos which were used to translate detailed and technical pension information, into a format that was summarised and easier to understand for members. Most noticeable, following feedback from clients and employers, was the improvement made to the Retirement section of the LPPA website.
- Throughout the year, the LPPA member letters project was ongoing, with key letters reviewed, updated and improved (focusing on retirements, bereavements, early leavers and complaints communications). Retirement letters were reviewed by the Plain English Campaign and awarded their 'Crystal Mark' (their seal of approval for the clarity of a document). The aim of the project is to ensure that our letters are technically accurate, but also easy to understand and jargon free ... ultimately to improve the member experience.
- And finally, LPPA were shortlisted in the LAPF Investment Awards (2024), as a finalist in the Pensions Administration Award, which celebrates achievements within the administration sector of the Local Government Pension Scheme. Furthermore, LPPA are shortlisted finalists in two categories – Third-Party Administrator of the Year, and Pension Communication Strategy of Year – at the Professional Pensions (UK Pension 2025) awards in June 2025.



LPP

Local Pensions Partnership
Administration