

# LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Pension Fund Committee

**Date:** 9<sup>th</sup> September 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 period quarter 1 April – June 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, 15<sup>th</sup> August 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.

Joginder Bola, Senior Solicitor (Contracts and Procurement) 15 August 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 quarter 1 for the pension fund scheme year 2025/26. The KPI’s detailed in Appendix 1 of the pension administration report covers the period 01 April 2025 to 30 June 2025 inclusive.
3. During the period April to June 2025 inclusive, LPPA processed 1379, compared with 1563 cases in Q4 of 2024/25, a fall of 184 cases for the Hammersmith & Fulham Pension Fund over the last 3 months. Highest volume case types continue to consist of deferred retirements, transfer outs and death cases.

## **Performance in key areas**

1. Retirements – Performance on this task area continues to improve, with 202 cases processed in Q1 by LPPA, mostly within the 10 working day SLA. Active retirements saw a reduction in KPI performance as Q1 saw 95.5% achieved compared with 98.8% in Q4 of 24/25. The processing of deferred retirements saw 99.3% compared with 100% in Q4.
2. Deaths – There were 184 cases processed by LPPA in Q1, where 97.8% were processed on time, compared with 98.3% in Q4 in 24/25.
3. Transfers – There were 136 transfer out cases processed in Q1 of 25/26, compared with 99.2% of transfer outs processed on time in Q4 of 24/25. Transfer in's saw 98.6% in Q1 processed on time compared to 98.8 in Q4 of 24/25.
4. Refunds – There were less cases to process in Q1 but all 51 cases were processed on time, compared with 97.6% in Q4 of 24/25.
5. The Head of Pensions continues to collaborate with LPPA to try to ensure they are able to sustain their improved SLA performance as well as to mitigate any operational risks the Fund is exposed to and to increase the quality of the delivery of this service to all stakeholders.

## **Summary**

6. We have seen a continuous improvement in the KPI pension administration service delivery provided by LPPA in the start to the new 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.
7. None

## **Risk Management Implications**

8. None

## **Climate and Ecological Emergency Implications**

9. None

## **Consultation**

10. None

## **LIST OF APPENDICES**

### **Appendix 1 - LPPA KPI Performance – Hammersmith & Fulham Pension Fund**