

LPP

Local Pensions Partnership
Administration

Quarterly Administration Report

Hammersmith & Fulham
Pension Fund

1 October - 31 December 2025

lppapensions.co.uk



Committed to excellence



Forward thinking



Doing the right thing



Working together



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Doing the right thing



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Working together

DEFINITIONS

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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.

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Casework Performance - Standard

The category of 'Other' on this page covers processes including, but not limited to:

APC/AVC Queries

Cessation of Additional Contribution

Change of Hours

Change of Personal Details

Under Three Month Opt-Out

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

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 11

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.

Casework Performance

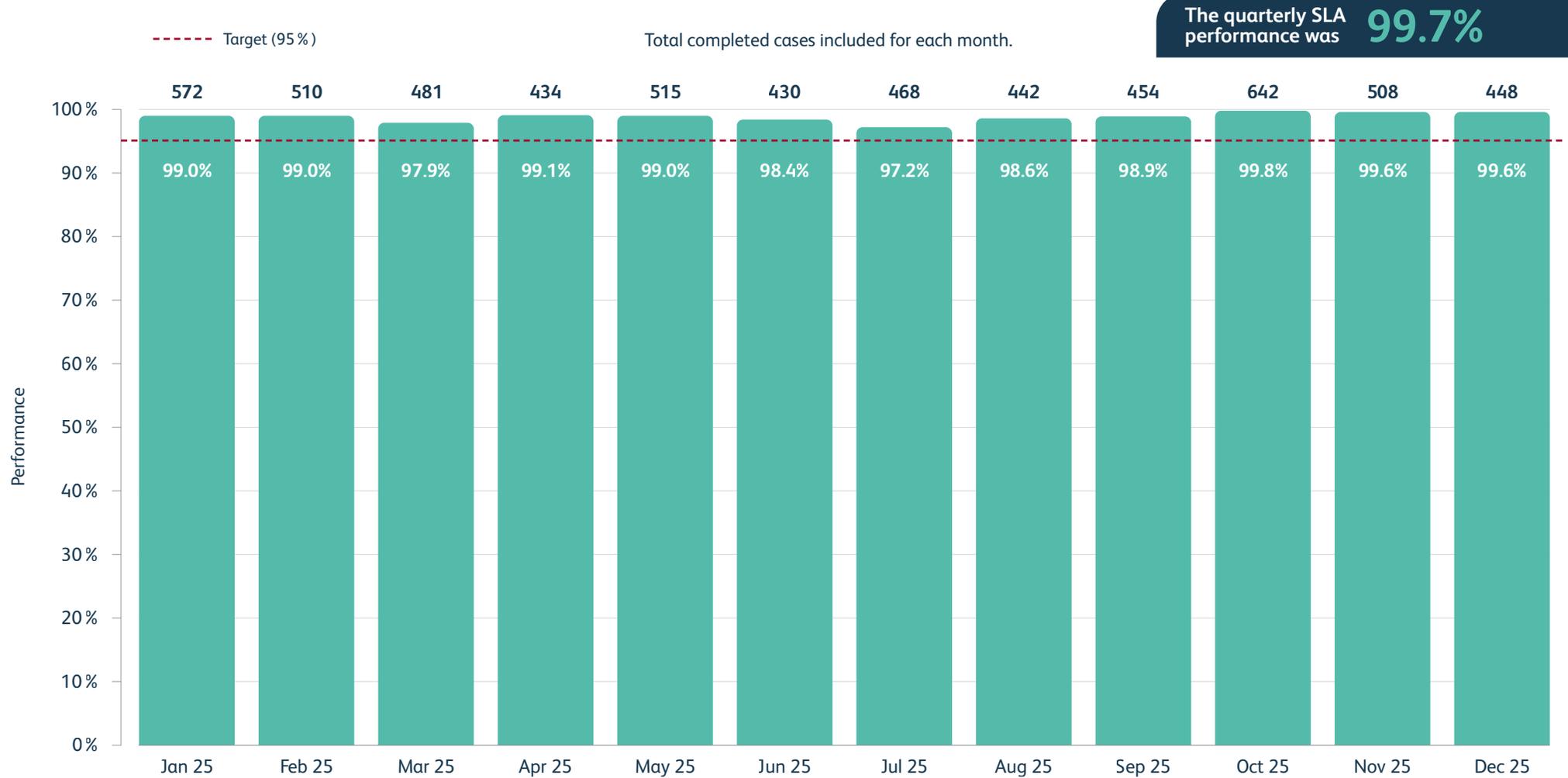
In this section...

- Performance – all cases
- Performance standard

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...

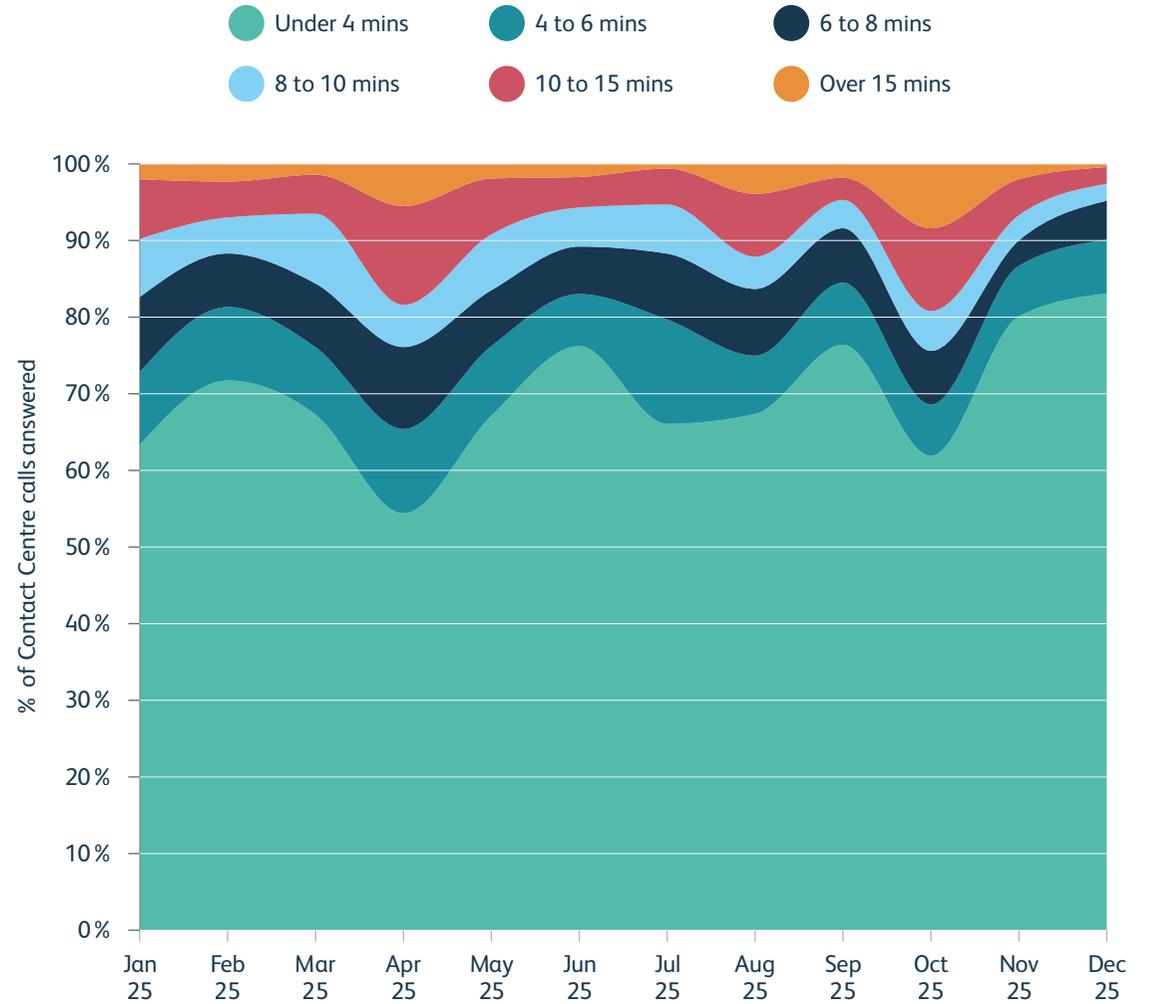
- Wait time range
- Calls answered

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
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%
Apr 25	54.4%	11.0%	10.7%	5.5%	12.9%	5.5%
May 25	67.2%	9.1%	7.3%	7.3%	7.3%	1.9%
Jun 25	76.3%	6.8%	6.2%	5.1%	4.0%	1.7%
Jul 25	66.0%	13.6%	8.6%	6.4%	4.7%	0.6%
Aug 25	67.3%	7.6%	8.7%	4.2%	8.2%	3.9%
Sep 25	76.4%	8.1%	7.1%	3.7%	2.9%	1.8%
Oct 25	61.9%	6.7%	7.0%	5.2%	10.8%	8.4%
Nov 25	80.1%	6.6%	3.3%	3.3%	4.7%	2.0%
Dec 25	83.1%	7.0%	5.1%	2.2%	2.2%	0.4%



CONTACT CENTRE CALLS PERFORMANCE

CALLS ANSWERED

CLIENT SPECIFIC

Please note:

The graph highlights seasonal activities which deliver higher volumes of in-bound enquiries from members into the Contact Centre. The chart has been marked up with key annual activities for reference.

Increase in October's average wait time was due to resource challenges (including unplanned absences) in the Contact Centre, combined with an overall year on year increase in call volumes (across all clients combined).

● Pension Increase and P60

● Member annual newsletters
● Annual Benefit Statements (ABS)
● Deferred Benefit Statements (DBS)

Quarterly average wait time was **3 minutes 12 seconds**



Customer Satisfaction Scores

In this section...

- Retirements - Active
- Retirements - Deferred

CUSTOMER SATISFACTION SCORES

RETIREMENTS - ACTIVE

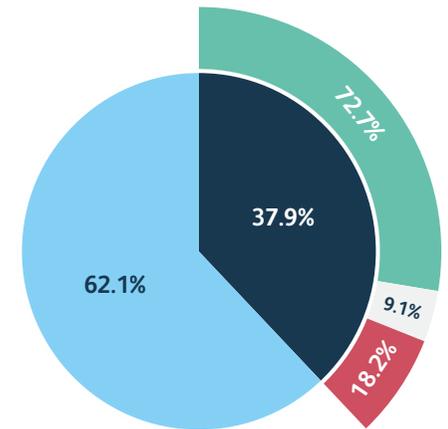
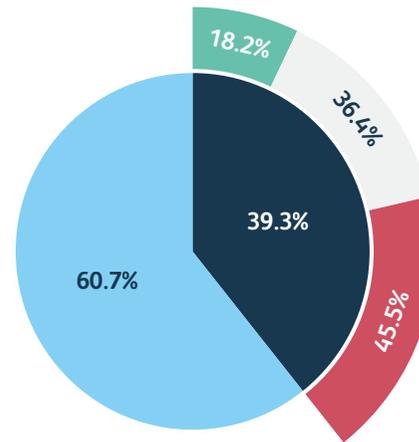
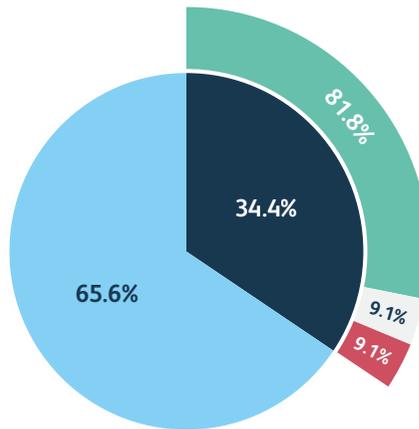
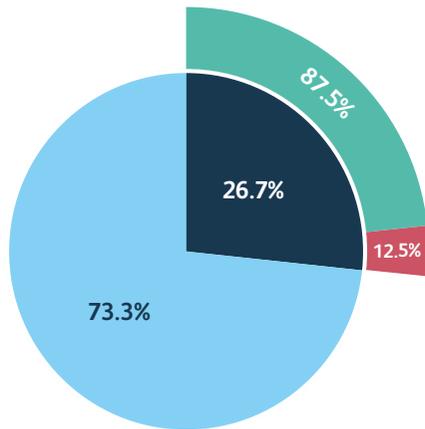
CLIENT
SPECIFIC

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).*

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



	Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26	
Retirements processed, completed	33		24		25		26	
Surveys issued and as a % of retirements	30	90.9%	32	133.3%	28	112.0%	29	111.5%
Satisfied Responses (as a % of surveys issued)	7	23.3%	9	28.1%	2	7.1%	8	27.6%
Dissatisfied Response (as a % of surveys issued)	1	3.3%	1	3.1%	5	17.9%	2	6.9%
Non responses and as a % of surveys issued	22	73.3%	21	65.6%	17	60.7%	18	62.1%
Responses and as a % of surveys issued	8	26.7%	11	34.4%	11	39.3%	11	37.9%
Satisfied responses and as a % of responses	7	87.5%	9	81.8%	2	18.2%	8	72.7%
Neutral responses and as a % of responses	0	0.0%	1	9.1%	4	36.4%	1	9.1%
Dissatisfied Responses and as a % of responses	1	12.5%	1	9.1%	5	45.5%	2	18.2%

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

CUSTOMER SATISFACTION SCORES

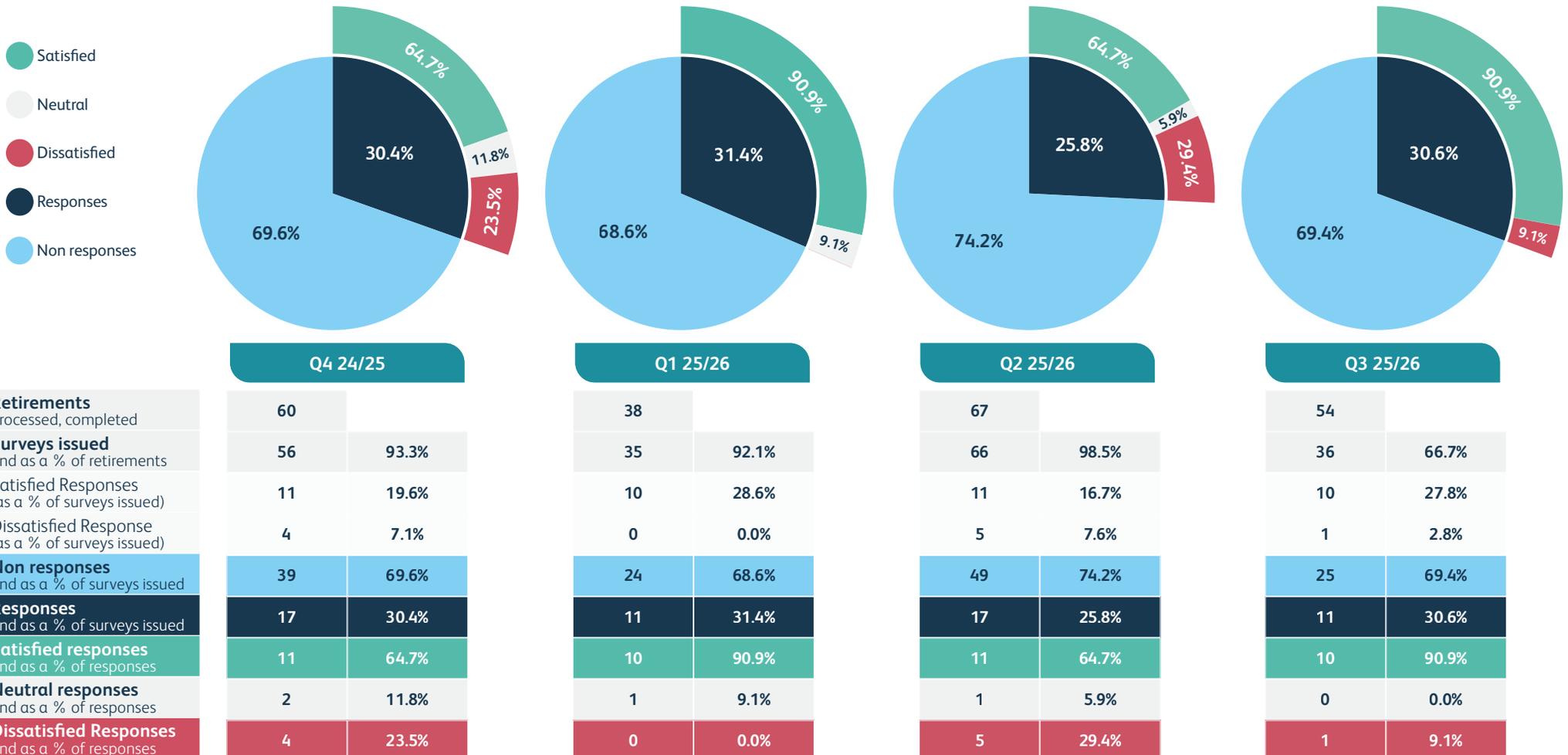
RETIREMENTS - DEFERRED

CLIENT
SPECIFIC

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).*
- The implementation of our Automated Deferred Retirement Payment process in Q2, reduced the number of surveys issued in Q3. This has been resolved and survey numbers will return to expected volumes in Q4 (there was no impact to active retirement surveys).



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

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