

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Pension Fund Committee

Date: 17/03/2026

Subject: Key Performance Indicators

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Responsible Director: Grant Deg, Director of Legal Services

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 September – December 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.

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.

Alex Pygram, Head of Finance, Finance and Corporate Services, 9th March 2026

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.

Joginder Bola, Senior Solicitor (Contracts and Procurement) 9 March 2026

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 quarter 3 for the pension fund scheme year 2025/26. The KPI’s detailed in Appendix 1 of the pension administration report covers the period 01 September to 31 December 2025 inclusive.
3. During the period September to December 2025 inclusive, LPPA processed 1598 cases in Q3 compared with 1366 in Q2 and 1379 cases in Q1 of 2025/26, an increase of 232 cases for the Hammersmith & Fulham Pension Fund over the last 3 months. Highest volume case types continue to consist of deferred retirements, deferred benefits and death cases.

Performance in key areas

4. Retirements – Performance on this task area continues to improve with 201 processed in Q3, compared with 218 cases processed in Q2 by LPPA all within the 10 working day SLA and 202 in Q1. Active retirements saw an improvement in KPI performance in Q3 with 98.6% processed on time compared with Q2 which saw 97.5% achieved compared with 95.5% in Q1. The processing of deferred retirements saw 99.2% in Q3 compared with 97.1% in Q2 in line with 99.3% in Q1.
5. Deaths – There were 163 cases processed in Q3, compared to 172 cases in Q2 and 184 in Q1. In Q3 98.8% were processed on time, compared to 96.5% in Q2 and 97.8% in Q1.
6. Transfers – All 224 transfer cases received were processed in Q3 on time, compared to 119 processed in Q2 with 96.6% processed on time, and 99.2% of transfer outs processed on time in Q1. Transfer in's saw 95.9% in Q2 processed on time compared to 98.6% in Q1.
7. Refunds – All 82 cases processed in Q3 were processed on time compared to 98.6% in Q2 and 97.6% in Q1.
8. 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

9. 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 working with them to improve the quality of service experienced by members, beneficiaries and the LBHF pension team.
10. None

Risk Management Implications

11. None

Climate and Ecological Emergency Implications

12. None

Consultation

13. None

LIST OF APPENDICES

Appendix 1 – LPPA Q3 KPI report – Hammersmith & Fulham Pension Fund