

KPI - WESTMINSTER CITY COUNCIL PENSION FUND - April to September 2016

Description	Target time/date as per Partnership Agreement	Target	Actual Score April 2016	Actual Score May 2016	Actual Score June and July 2016	Actual Score Q2 2016 - July to Sept	Comments on individual targets
PENSION ADMINISTRATION							
DEATH BENEFITS							
Notify potential beneficiary of lump sum death grant	5 days	100%	100.0%	100.0%	100.0%	87.5%	One case over target (out of 8)
Write to dependant and provide relevant claim form	5 days	100.0%	100.0%	100.0%	100.0%	100.0%	
Set up any dependants benefits and confirm payments due	14 days	100%	100.0%	100.0%	100.0%	100.0%	
RETIREMENTS							
Retirement options issued to members	5 days	100%	77.0%	67.0%	77.0%	80.0%	5 cases completed over target
New retirement benefits processed for payment following receipt of claim forms	5 days	100%	83.0%	94.0%	82.0%	85.0%	4 cases completed over target
REFUNDS OF CONTRIBUTIONS							
Refund paid following receipt of claim form	14 days	100%	100.0%	100.0%	100.0%	97.5%	1 case over target
DEFERRED BENEFITS							
Statements sent to member following receipt of leaver notification	30 days	100%				See covering report	
NEW JOINERS							
New starters processed	30 days	100%	98.0%	100.0%	100.0%	100.0%	Note only low numbers processed pending receipt of interface file from BT - see report
TRANSFERS IN							
Non LGPS transfers-in quotations	30 days	100%	100.0%	100.0%	100.0%	100.0%	Low numbers processed but system updates now complete following revised GAD guidance
Non LGPS transfers-in payments processed	30 days	100%	100.0%	100.0%	100.0%	100.0%	Low numbers processed but system updates now complete following revised GAD guidance
TRANSFERS OUT							
Non LGPS transfers-out quotations processed	30 days	100%	100.0%	100.0%	100.0%	81.0%	4 cases completed over target but not transfers out, just enquiries from IFAs
Non LGPS transfers out payments processed	30 days	100%	100.0%	100.0%	100.0%	100.0%	Low numbers processed but system updates now complete following revised GAD guidance
Monthly Pensioner Payroll							
Full reconciliation of payroll and ledger report provided to WCC	Last day of month		Achieved	Achieved	Achieved	Achieved	
Issue of monthly payslips	3 days before pay day		Achieved	Achieved	Achieved	Achieved	
RTI file submitted to HMRC	3 days before pay day		Achieved	Achieved	Achieved	Achieved	
BACS File submitted for payment	3 days before pay day		Achieved	Achieved	Achieved	Achieved	
Annual Exercises							
ANNUAL BENEFIT STATEMENTS							
Issued to Active members	31 August each year		On target				September 16 - see covering report
Issued to Deferred members	31 August each year		On target subject to Government decision on 2015 revaluation				September 2016
P60s Issued to Pensioners							
Non LGPS transfers-in quotations processed within 20 days	31 May each year		May				
Apply Pensions Increase to Pensioners	April each year		April				
Pensioners Newsletter	April each year		April				
CUSTOMER SERVICE							
	Number of Respondents	% of Members who rated our service overall as excellent, very good or good					
Survey issued to all members who had retired since 1 September 2014	40	93%					