	- November 2018 to January 2019 Results on K VIIVIII													
Description Ta	rget time/date as per Partnership Agreement	Target		Quantity November 2018	Actual Score November 2018	Comments	Quantity December 2018	Actual Score December 2018	Comments	Quantity January 2019	Actual Score January 2019	Comments	Trend	People services Comme
nsion Administration														
otify potential beneficiary of lump sum death ant	5 days	100%	%	0	N/A		3	100%		0	N/A			
rite to dependant and provide relevant claim	5 days	100%	%	0	N/A		2	100%		3	67%	1 case late		1 case late in January 1
t up any dependants benefits and confirm yments due	14 days	100%	%	0	N/A		0	N/A		0	N/A			
tirements tirement options issued to members	5 days	100%	%	2	100%		5	100%		8	88%	1 case late		1 case late in January 1
w retirement benefits processed for payment lowing receipt of all necessary documents	5 days	100%	%	7	86%	1 case late	1	100%		2	100%			one case late in November
nsion Payment, member to paid on the next ailable pension payroll following receipt of all cessary documentation	Next available pay run		%	7	86%	1 case late	7	100%		2	100%			
Funds of Contributions Fund paid following receipt of claim form	14 days	100%	%	7	100%		4	100%		8	75%	2 cases late		one case late in November 2 case late in January 1
erred Benefits cements sent to member following receipt of	30 days	100%	%	12	92%	1 case late	7	86%	1 case late	36	100%			2 cases late 1 in Novembe
er notification fication to members 2 months before ments due	2 months		%	0	N/A		14	100%		51	100%			1 in December. Note the large number of
np Sum ( on receipt of all necessary umentation)	5 days		%	17	100%		22	100%		21	86%	3 cases late		being processed in Januar
nsion Payment, member to paid on the next nilable pension payroll following receipt of all	Next available pay run		%	15	100%		22	100%		21	86%	3 cases late		3 cases Late in January 19 3 cases Late in January 19
w starters processed	30 days	100%	0/		100%		0	N/A		115	100%			Large numbers processed through by Surrey followin
nsfers In	30 days	100%	%	4	100%		1	N/A 100%		2	100%			Hampshire go live in Decen 18.
LGPS transfers-in quotations	30 days	100%	%	0	N/A		0	N/A		0	N/A			no cases in period.
nsfers Out LGPS transfers-out quotations processed	30 days	100%	%	2	100%		3	100%		6	83%	1 case late		1 case late but not impact an immediate benefit
LGPS transfers out payments processed	30 days	100%	%	0	N/A		0	N/A		0	N/A			
erfunds In - Quotations	30 days	100%	%	7	71%	2 cases late	5	80%	1 case late	2	100%			Two cases Late in Novem and One in December.
rfunds In - Actuals	30 days	100%	%	0	N/A		0	N/A			N/A			
funds Out - Quotations	30 days	100%	%	4	100%		6	100%		14	100%			
funds Out - Actuals	30 days	100%	%	1	100%		2	100%		4	100%		-	no cases late this period.
nates														
cases	5 Days		%	0	N/A		0	N/A		9	100%			
0 cases	Agreed with WCC		%		N/A		0	N/A		0	N/A			no cases in period.
ases or over	Agreed with WCC		%		N/A		0	N/A		0	N/A			no cases in period.
erial Changes														
changes to data which materially affect al or potential benefits to be processed in 30 days of receiving all necessary data	30 days		%	21	100%		10	100%		12	100%			
ving Additional Pensions														
mbers notified of terms of purchasing itional pension	15 days		%											
nthly Pensioner Payroll reconciliation of payroll and ledger report														
vided to WCC e of monthly payslips	Last day of month 3 days before pay day				100%		_	100%			100%			
file submitted to HMRC S File submitted for payment	3 days before pay day 3 days before pay day				100% 100%			100% 100%			100% 100%			
	EOY		Date Achieved		31-Mar-18			31-Mar-18			31-Mar-18		*	
nual Exercises nual Benefit Statements ed to Active members														
	31 August each year				Annual			Annual			Annual			
ual Benefit Statements														
ed to Deferred members	31 August each year				Annual			Annual			Annual			
s Issued to Pensioners LGPS transfers-in quotations processed	31 May each year				100%	Issued April 2018		100%	Issued April 2018		100%	Issued April 2018		
in 20 days y Pensions Increase to Pensioners ioners Newsletter	April each year April each year				100% 100%	Issued March 2018		100% 100%	Issued March 2018		100% 100%			
omer Service												Issued March 2018		
espondence	2 days			21	95%	1 case late	10	100%		11	91%	1 case late		1 case late in November
owledgement if more than 5 days onse	10 days				N/A			N/A			N/A			in January 19
	10 days				N/A			N/A			N/A			
arty enquires														
desk Enquiries					-			-			- -			
mes of Enquiries Handled By Helpdesk	Number of Enquiries Handled			365	-	73% FPF Rate	318	-	89% FPF Rate	454	-	88% FPF Rate		
omer Surveys														

