

Westminster County Council - January 2019 to April 2019

Description	Target time/date as per Partnership Agreement	Target	Actual Score for Quarter	Quantity January 2019
Pension Administration				
Death Benefits				
Notify potential beneficiary of lump sum death grant	5 days	100%	%	0
Write to dependant and provide relevant claim form	5 days	100%	%	3
Set up any dependants benefits and confirm payments due	14 days	100%	%	0
Retirements				
Retirement options issued to members	5 days	100%	%	8
New retirement benefits processed for payment following receipt of all necessary documents	5 days	100%	%	2
Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation	Next available pay run		%	2
Refunds of Contributions				
Refund paid following receipt of claim form	14 days	100%	%	8
Deferred Benefits				
Statements sent to member following receipt of leaver notification	30 days	100%	%	36
Notification to members 2 months before payments due				
	2 months		%	51
Lump Sum (on receipt of all necessary documentation)				
	5 days		%	21
Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation				
	Next available pay run		%	21

New Joiners				
New starters processed	30 days	100%	%	115
Transfers In				
Non LGPS transfers-in quotations	30 days	100%	%	2
Non LGPS transfers-in payments processed	30 days	100%	%	0
Transfers Out				
Non LGPS transfers-out quotations processed	30 days	100%	%	6
Non LGPS transfers out payments processed	30 days	100%	%	0
Interfunds In - Quotations	30 days	100%	%	2
Interfunds In - Actuals	30 days	100%	%	
Interfunds Out - Quotations	30 days	100%	%	14
Interfunds Out - Actuals	30 days	100%	%	4
Estimates				
1-10 cases	5 Days		%	9
11-50 cases	Agreed with WCC		%	0
51 cases or over	Agreed with WCC		%	0
Material Changes				
Any changes to data which materially affect actual or potential benefits to be processed within 30 days of receiving all necessary data	30 days		%	12
Buying Additional Pensions				
Members notified of terms of purchasing additional pension	15 days		%	
Monthly Pensioner Payroll				
Full reconciliation of payroll and ledger report provided to WCC	Last day of month			
Issue of monthly payslips	3 days before pay day			
RTI file submitted to HMRC	3 days before pay day			
BACS File submitted for payment	3 days before pay day			
P35	EOY			
Annual Exercises			Date Achieved	












Annual Benefit Statements Issued to Active members	31 August each year			
Annual Benefit Statements Issued to Deferred members	31 August each year			
P60s Issued to Pensioners Non LGPS transfers-in quotations processed within 20 days	31 May each year			
Apply Pensions Increase to Pensioners	April each year			
Pensioners Newsletter	April each year			
Correspondence				
Acknowledgement if more than 5 days	2 days			
Response	10 days			11
3rd party enquires	10 days			
Volumes of Enquiries Handled By Helpdesk	Number of Enquiries Handled			454
Customer Surveys				
Monthly survey to retirees	Percenta ge Satisfied with Service			

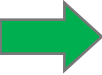








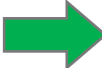




Results on KPI Reporting


Actual Score January 2019	Comments	Quantity February 2019	Actual Score February 2019	Comments	Quantity March 2019	Actual Score March 2019	Comments
N/A		3	100%		2	100%	
67%	1 case late	2	100%		2	100%	
N/A		2	100%		1	100%	
88%	1 case late	1	100%		7	100%	
100%		6	100%		3	100%	
100%		6	100%		3	100%	
75%	2 cases late	11	82%	2 cases late	7	100%	
100%		40	95%	2 cases late	48	98%	1 case late
100%		0	N/A		43	98%	1 case late
86%	3 cases late	21	95%	1 case late	23	96%	1 case late
86%	3 cases late	21	95%	1 case late	23	96%	1 case late

100%		4	100%		154	100%	February New Starters
100%		1	100%		4	100%	
N/A		0	N/A		0	N/A	
83%	1 case late	7	100%		9	100%	
N/A		1	100%		0	N/A	
100%		8	100%		9	100%	
N/A		2	100%		0	N/A	
100%		11	100%		17	100%	
100%		5	100%		6	100%	
100%		0	N/A		1	100%	
N/A		0	N/A		0	N/A	
N/A		0	N/A		0	N/A	
100%		34	100%		25	100%	
100%			100%			100%	
100%			100%			100%	
100%			100%			100%	
100%			100%			100%	
31-Mar-18			31-Mar-18			31-Mar-18	

Annual			Annual			Annual	
Annual			Annual			Annual	
100%	Issued April 2018		100%	Issued April 2018		100%	Issued April 2018
100%			100%			100%	
100%	Issued March 2018		100%	Issued March 2018		100%	
91%	1 case late	17	100%		18	94%	1 case late
N/A							
-	88% FPF Rate	420	-	88%	379	-	89%

Quantity April 2019	Actual Score April 2019	Comments	Trend	People services Comments
1	100%			
1	100%			
1	100%			
17	100%			
4	100%			
4	100%			
14	100%			2 cases late in February but March and April 100% looks to be improving.
31	100%			3 cases late in February and March 19 April 100%.
0	N/A			Note the large number of cases were processed in March, none in February, 1 case was late in March. None in April.
23	100%			1 cases late in February and 1 late in March. Back to 100% in April.
23	100%			1 cases late in February and 1 late in March. Back to 100% in April.

37	100%	New starter records created in April 2019		large numbers of new starters being processed through the period.
3	100%			
0	N/A			no cases in period.
6	100%			100% February through April 2019.
1	100%			
21	100%			
0	N/A			All 100%
8	100%			All 100%
4	100%			All 100%
2	100%			All 100%
				no cases in period.
24	100%			All 100%
	100%			All 100%
	100%			All 100%
	100%			All 100%
	100%			All 100%
	31-Mar-19			

	Annual			
	Annual			
	100%	Issued April 2019		April 19 Actions completed.
	100%	Applied		April 19 Actions completed.
	100%	Issued April 2019		April 19 Actions completed.
12	92%	1 case late		1 case late in March and 1 case late in April.
446	-	90%		