

Local Pension Board - Performance Indicators - Quarterly report

Quarter 3 Performance report Sept 17 - Dec 17						
Performance Standard	Minimum Target	Received	Completed	Completed on time	% On Time	Comments
Provide welcome letter to new members within 3 working days of notification of joining.	95%	153	85	82	96.47	
Calculate transfer in calculations within 4 working days of receiving required documentation	95%	41	10	8	80	
Calculate and pay transfer out calculations within 5 working days of receiving required documentation	90%	37	23	20	86.96	
Act upon request for payment of additional contributions within 10 working days	90%					None received
Respond to general queries/correspondence including updates for, but not limited to, change of address. change of bank account details, Member Self-Service registrations within 5 working days or within timescales set out in Appendix 1	90%	89	47	46	97.87	Does not currently include Member self service requests
Calculate deferred benefit entitlement on leaving within 4 working days of receiving necessary notification of leaving or date of leaving, whichever is later	90%	58	33	17	51.52	
Calculate and pay retirement benefits, including deferred into payment within in 5 days of receiving all required documentation from employer and/or member or date of entitlement, whichever is later	95%	68	25	17	68	
Respond to applications for payment of refunds of contributions within 4 working days of receipt of required documentation	90%	32	13	10	76.92	
Calculate and pay widow/widower pension benefits within 10 working days of receiving all required documentation and once any overpayments have been settled	90%	49	14	9	64.29	Currently includes all deaths, not only those with dependants benefits
Respond to member requests for estimates of benefits within 5 working days following receipt of request	90%	42	29	23	79.31	
Respond to employer requests for estimates of benefits within 5 working days following receipt of request	90%	32	23	9	39.13	
Provide information on request in respect of pension sharing on divorce within legislative timescales (within 5 days of receipt of all relevant information). (a charge to the member will be levied in line with pension sharing on divorce legislation)	100%					Statistics not included until the January report
Implement pension sharing orders within legislative timescales (within 5 days of receipt of all relevant information)	100%					Statistics not included until the January report
Provide annual benefit statements to active and deferred members within legislative timescales	100%					Annual Benefit Statements are produced following completion of the Year End process and by the statutory deadline of 31st August.

Act upon and implement pension increase orders by next available payment date	100%					Pensions Increase date is 09/04/2018
Implement changes to pensioner circumstances by next available payment date	100%					Will need to be incorporated into future reports
Respond to requests for information for reports from DWP, HMRC, DCLG, GAD within legislative timeframes	100%					None received for response by LPP this quarter
Reporting – Provide monthly and quarterly reports to client highlighting performance against SLA's, membership statistics, Annual planner, Technical updates and any other information relevant to the ongoing running of the service within 5 working days after the start of each month and within 10 working days of the end of each quarter	100%					Process/Discussions ongoing to confirm exactly what LBH require LPP to do for this task.
Number of cases in backlog						Work is beng undertaken to establish exact numbers and where the responsibility will sit. Update to be given at the meeting
Complaints						Will need to be incorporated into future reports