## **Local Pension Board - Performance Indicators - October Monthly Report**

No	Case Type	Performance Standard Schedule 1		Minimum Target	Brought Forward		Completed	Completed On Time	% On Time	Carried Forward	Average Elapsed Time	Average Completed Time	Comments
	HV01	Provide welcome letter to new		0.50/	62	85	82	82	100	65	16	4	
1	HV01W	members within 3 working days of notification of joining.	online	95%	0	93	2	2	100	91	8	8	Annual Report standard is 10 working days
2	HV02A	within 4 working days of	IFA	95%	5	1	1	0	0	5	30	8	Annual Report standard is 15 working days
	HV03A		TVI	<i>33 7</i> 0	5	0	2	2	100	3	101	57	
3		days of receiving required	IFA	90%	1	3	2	2	100	2	5	5	Annual Report standard is 15 working days
			TVO	90%	1	2	1	1	100	2	5	5	
4		Act upon request for payment of additional contributions within 10 working days		90%	1	1	1	0	0	1	17	9	
5	HV24 HV24A HV24G HV24K HV25M	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%	34	123	103	103	100	54	8	5	Split into 6 different case types on CMS - Totals/averages used
		Calculate deferred benefit entitlement on leaving within 4 working days of receiving		90%	193	64	42	38	90.47	216	33	17	
6	HV11W	necessary notification of leaving or date of leaving, whichever is later	online		0	25	7	7	100	18	6	6	Annual Report standard is 15 working days
	HV127	<ul><li>benefits, including deferred into</li><li>payment within in 5 days of receiving all required</li></ul>	DB in pay		39	46	28	27	96.4	57	30	16	
			eceiving all required Re	Ret	Ret 95%	48	15	12	12	100	51	72	20
7		and/or member or date of entitlement, whichever is later.	Ret Online		0	3	0	0		3	0	0	
		Respond to applications for		90%	43	43	36	36	100	50	13	6	
8		davia of magaint of magnitude	online		0	19	6	6	100	13	5	5	
		pension benefits within 10 working days of receiving all required documentation and once any overpayments have been	PEN	90% IS	90	14	8	8	100	96	74	19	These figures are for all deaths and will include any cases that have no dependant bens to pay.  Annual Report looks at death notifications written
	HV20D		DEF		0	1	0	0		1	0	0	
	11713				4	2	1	1	100	5	5	5	
9	HV13W	settled	DIS online		0	0	0	0		0	0	0	

		Respond to member requests for	_										1
10	HV08	estimates of benefits within 5 working days following receipt of request		90%	15	33	25	25	100	23	9	7	
		Respond to employer requests for estimates of benefits within 5		90%	6	10	13	12	92.3	3	11	6	
11	HV22W	request	online	5676	0	0	0	0		0	0	0	Annual Report standard is 10 working days
12	HV34E	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		100%	1	5	2	2	100	4	30	11	
13	HV34A	Implement pension sharing orders within legislative timescales (within 5 days of receipt of all relevant information)		100%	0	0	0	0		0	0	0	
14		Provide annual benefit statements to active and deferred members within legislative timescales		100 %									100% achieved prior to 31/08/18 deadline
15		Act upon and implement pension increase orders by next available payment date		100%									implemented in April for pensions and August for additional PI on lump sums
16	HV15	Implement changes to pensioner circumstances by next available payment date		100%	10	2	1	1	100	11	21	21	
17		Respond to requests for information for reports from DWP, HMRC, DCLG, GAD within legislative timeframes		100%									All reports/information received in time to meet deadlines
18		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		100%									Need to monitor
19		Number of cases in backlog											To be provided for end of November
20		Complaints											1 case detailed in the October LPP report