

	Detail	Target	October 2017	November 2017	December 2017	January 2018	February 2018	March 2018
Payment of Benefits	Set up of new pension and lump sum within 10 working days of receipt of all documents	100	96.97% (32/33)	100% (18/18)	100% (27/27)	93.33% (28/30)	100% (17/17)	100% (20/20)
Benefits Estimates	Estimates of benefits to members and Employers within 10 working days	100	100% (24/24)	100% (14/14)	100% (21/21)	100% (25/25)	96.43% (27/28)	100% (30/30)
Annual Benefits Statements	Produce the required standard to statutory timescale by 31 st August each year	100	N/A	N/A	N/A	N/A	N/A	N/A
Transfers out/in	Payments made (within 20 working days of receipt of all documents)	100	(0/0)	100% (2/2)	100% (2/2)	100% (1/1)	(0/0)	100% (2/2)
Deaths	Payment of Death Grant and set up Widow pension within 10 working days	100		100% (14/14)	100% (11/11)	100% (6/6)	100% (8/8)	100% (13/13)
Pensioner Payroll	Payment of pension benefits to member by last working day of month.	100	100% Completed 17.10.17 5040 paid	100% Completed 17.11.17 5055 paid	100% Completed 14.12.17 5076 paid	100% Completed 18.01.18 5075 paid	100% Completed 16.02.18 5085 paid	100% Completed 16.03.18 5102 paid
Statutory Reports	Statutory reports, Fire Annual Valuation data, finance reports etc.	95				Fire Valuation data 31.01.2018		

	Detail	Target	October 2017	November 2017	December 2017	January 2018	February 2018	March 2018
Pension Team PDRs	Annual PDRs for staff to take place May/June each year	100						

Member Self Service

Total Registered	2,366			
Last logged in	1,479	in period	01/04/2017	31/03/2018
Last logged in	481	in period	01/04/2016	31/03/2017
Last logged in	357	in period	01/04/2015	31/03/2016

Total Registered	2,366			
Last logged in	1,503	in last year	21/03/2017	20/03/2018
Last logged in	1,976	in last 2 years	21/03/2016	20/03/2018
Last logged in	2,317	in last 3 years	21/03/2015	20/03/2018
Never logged in	49			