

Isle of Wight Pension Fund Key Performance Indicators 2018/19

Last update: 23 May 2018

	Detail	2017/18 achieved	Target	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018
Payment of Benefits	Set up of new pension and lump sum within 10 working days of receipt of all documents	98.23%	100	92.9% (24/26)					
Benefits Estimates	Estimates of benefits to members and Employers within 10 working days	96.9%	100	100% (31/31)					
Annual Benefits Statements	Produce the required standard to statutory timescale by 31 st August each year	100%	100	N/A	N/A	N/A	N/A		N/A
Transfers out/in	Payments made (within 20 working days of receipt of all documents)	Not previously reported	100	NIL					
Deaths	Payment of Death Grant and set up Widow pension within 10 working days	Not previously reported	100	100% (10/10)					
Pensioner Payroll	Payment of pension benefits to member by last working day of month.	10%	100	100% Completed 19.04.2018 5,115 24 – Starters 34 –Variations	100% Completed 18.05.2018 5108 30 –Starters 24 –Variations				

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Pension Team PDRs	Annual PDRs for staff to take place May/June each year	Not previously reported	100	Nil					
Statutory Reports	Statutory reports, Fire Annual Valuation data, finance reports etc.	Not previously reported	95	Nil					

Member Self Service – measured on annual basis, last update April 2018.

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		