

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)	94.12% (16/17)	95.65% (22/23)	96.55% (28/29)	100% (21/21)	
Benefits Estimates Members	Estimates of benefits to Members within 20 working days.	96.9%	100	100% (24/24)	80% (12/15)	92.30% (12/13)	100% (18/18)	100% (1/1)	
Benefits Estimates Employers	Estimate of benefits to Employers within 5 working days.	96.9%	100	100% (7/7)	100% (7/7)	100% (8/8)	100% (6/6)	100% (5/5)	
Annual Benefits Statements	Produce the required standard to statutory timescale by 31 st August each year	100%	100	N/A	N/A	N/A	100% Fire Def 100% LG Def	100% Fire Act	N/A
Transfers In Payments	Payment made within 5 working days of receipt of all documentation	Not previously reported	100	NIL	100% (1/1)	100% (2/2)	NIL	(0/0)	
Transfers in Quotes	Issued within 20 working days of notification and all information required produce a quote.	Not previously reported	100	-	-	NIL	NIL	(0/0)	
Transfers Out Payments	Payment made within 5 working days of receipt of all documentation.	Not previously reported	100	-	100% (1/1)	100% (1/1)	100% (3/3)	100% (5/5)	

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Transfers Out Quotes	Issued within 20 working days of notification and all information required produce a quote.	Not previously reported	100	-	-	100% (6/6)	NIL	100% (1/1)	
Deaths	Payment of Death Grant and set up Widow pension within 10 working days	Not previously reported	100	100% (10/10)	80% (8/10)	100% (14/14)	100% (7/7)	100% (5/5)	
Pensioner Payroll	Payment of pension benefits to member by last working day of month.	100%	100	100% Completed 19.04.2018 5,115 24 – Starters 34 – Variations	100% Completed 17.05.2018 5108 30 – Starters 24 – Variations	100% Completed 19.06.2018 5137 26 – Starters 26 – Variations	100% Completed 19.07.2018 5181 51 – Starters 50 – Variations	100% Completed 17.08.2018 5194 26 – Starters 12 – Variations	100% Completed 18.09.2018 5211 15 – Starters 13 – Variations
Pension Team PDRs	Annual PDRs for staff to take place May/June each year	Not previously reported	100	Nil	Nil	100%	NIL	NIL	NIL
Statutory Reports	Statutory reports, Fire Annual Valuation data, finance reports etc.	Not previously reported	95	Nil	Nil	Nil	Fire – SF3	Benchmarking HMRC Mod	Annual Allowance

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

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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			