

Isle of Wight Pension Fund Key Performance Indicators 2019/20

Last update: 05 September 2019

	Detail	2018/19 achieved	Target	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020
Payment of Benefits <i>SETUPPAY</i>	Set up of new pension and lump sum within 10 working days of receipt of all documents	98.23%	100	100% (18/18)	90.63% (29/32)	100% (24/24)	100% (41/41)	100% (18/18)	100% (28/28)	93.93% (31/33) ***					
Benefits Estimates Members <i>MEMQUOTE</i>	Estimates of benefits to Members within 20 working days	96.9%	100	100% (5/5)	100% (16/16)	100% (14/14)	100% (25/25)	100% (19/19)	100% (19/19)	93.33% (14/15) ***					
Benefits Estimates Employers <i>ERSQUOTE</i>	Estimate of benefits to Employers within 5 working days	96.9%	100	100% (7/7)	100% (3/3)	Nil	100% (5/5)	100% (3/3)	100% (1/1)	81.81% (9/11) ***					
Annual Benefits Statements 2019	Produce the required standard to statutory timescale by 31 st August each year	84.7%	100	LGPS Deferred 99.86% (5,536/5,544)	Nil	Nil	LGPS Deferred Councillors 100% (7/7)	LGPS Deferred 100% (5543/5543) See below ** Active 100% (4,010/4,117) See below **	NIL	NIL					
Transfers In Payments <i>TVIN</i>	Payment made within 5 working days of receipt of all documentation	Not previously reported	100	100% (2/2)	100% (4/4)	100% (1/1)	100% (1/1)	100% (1/1)	100% (3/3)	100% (4/4)					
Transfers in Quotes <i>TRAMINQ</i>	Issued within 20 working days of notification and all information required to produce a quote	Not previously reported	100	100% (3/3)	100% (1/1)	100% (2/2)	100% (1/1)	100% (1/1)	80% (4/5)	100% (2/2)					
Transfers Out Payments <i>TVOUT</i>	Payment made within 5 working days of receipt of all documentation	Not previously reported	100	100% (2/2)	100% (1/1)	100% (2/2)	100% (1/1)	100% (4/4)	87.5% (7/8)	100% (3/3)					

*** See Appendix A below

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	Detail	2017/18 achieved	Target	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020
Transfers Out Quotes <i>TRANOUTQ</i>	Issued within 20 working days of notification and all information required to produce a quote	Not previously reported	100	100% (2/2)	100% (6/6)	100% (3/3)	100% (2/2)	100% (1/1)	100% (3/3)	100% (1/1)					
Deaths <i>DEATHS</i>	Payment of Death Grant and set up Widow pension within 10 working days	Not previously reported	100	100% (7/7)	100% (6/6)	100% (10/10)	100% (6/6)	100% (11/11)	100% (2/2)	92.31% (12/13) ***					
Pensioner Payroll	Payment of pension benefits to member by last working day of month	100%	100	100% completed 20/04/2019 5,364 Starters 44 Variations	100% completed 21/05/2019 5,382 Starters 37 Variations	100% completed 21/06/2019 5,391 Starters 34 Variations	100% completed 22/07/2019 5,436 Starters 51 Variations	100% Completed 23/08/2019 5,459 Starters 31 variations	100% Completed 23/09/2019 5483 Starters 24 variations	100% Completed 22/10/2019 5498 Starters 29 variations					
Pension Team PDRs	Annual PDRs for staff to take place May/June each year	Not previously reported	100	Nil	Nil	Nil	2 PDRs completed	5 PDRs Completed	Nil	Nil					
Statutory Reports	Statutory reports, Fire Annual Valuation data, finance reports etc.	Not previously reported	95	ABS Deferred 15/04/2019	Nil	Nil	2019 Valuation 18/07/2019 ABS Deferred Councillors 23/07/2019 Annual Allowance 26/07/2019	LGPS Active ABS 13/08/2019	Annual Allowance (PSS)						

**** August 2019**
Deferred ABS – 7 statements corrected, 1 statement no longer applicable (change to different status). 5,543 statements issued.
Active ABS – 4,117 active members, 4,010 statements created, 107 members joined after statement date.

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APPENDIX A

October 2019

Set Up Pay October 2019 - 2 Tasks completed outside target days on the report, but as the report cannot show our 10 working days target, both tasks were completed within our KPI. 100% within target.

Member Quotes October 2019 – 1 task completed outside target days – old task that wasn't completed. The work was completed within our 20-day KPI. 100% within target

Employer Quotes October 2019 – 2 tasks completed outside target days – one task old task the other was for delay in receiving data from Strictly Education.

Deaths October 2019 – 1 Task completed outside target days – Task applied to an exit record. The Member had three records and the task should not have been applied to this. 100% within target.