

	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) ***	96.55% (28/29) ***	90.48% (19/21) ***	88.24% (30/34) ***		
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) ***	100% (19/19)	100% (10/10)	86.66% (13/15) ***		
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) ***	100% (9/9)	Nil	100% (1/1)		
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	NIL	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)	100% (1/1)	66.67% (2/3) ***	100% (3/3)		
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)	100% (1/1)	0% (0/1) ***	Nil		
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)	50% (1/2) ***	100% (12/12)	Nil		

*** See Appendix A below – performance exceptions

	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)	100% (2/2)	100% (1/1)	Nil		
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) ***	100% (11/11)	100% (7/7)	100% (11/11)		
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 5,483 Starters 24 variations	100% Completed 22/10/2019 5,498 Starters 29 variations	100% Completed 20/11/2019 5,524 Starters 35 variations	100% Completed 11/12/2019 5,534 Starters 32 Variations	100% Completed 22/01/2020 5,540 Starters ****		
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	Nil	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	Member Annual Allowance (PSS)		Nil	HMRC PSS Report 23/12/2019	Nil		

** Annual Benefit Statements – reporting

- 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.

*** See Appendix A below – performance exceptions

**** See Appendix B below – pensioner payroll statistics

MYPENSION ONLINE (MEMBER SELF SERVICE) – last update January 2020

Status \ Period	December	January	February	March
1: Active	1,481	1,496		
2: Undecided Leaver	69	63		
3: Exit – No Liability	470	477		
4: Deferred	1,143	1,164		
5: Pensioner	562	573		
6: Widow / Dependant	18	18		
7: Death	11	11		
8: Awaiting Entry	-	-		
9: Frozen Refund	2	2		
A: Non-protected	-	-		
Z: Aggregation	43	44		
TOTAL	3,799	3,848		

APPENDIX A – PERFORMANCE EXCEPTIONS

October 2019

- **Set Up Pay** – 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** – 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** – 2 tasks completed outside target days – one task old task the other was for delay in receiving data from Strictly Education.
- **Deaths** – 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.

November 2019

- **Set Up Pay** – 1 Task completed outside target days on the report, but as the report cannot show our 10 working days target, the task was completed within our KPI. 100% within target.
- **Transfer Out Quotes** – 1 Task completed outside target days on report but as the report cannot show 5 working days, the task would have been completed within the KPI, 100% target.

December 2019

- **Set Up Pay** – 2 Tasks completed outside target days on the report, but as the report cannot show our 10 working days target, the task was completed within our KPI. 100% within target.
- **Transfer Payments In** – 1 task completed outside target days – this is an old task which was not completed at the original time. The work was completed within our 5-day KPI. 100% within target.
- **Transfer In Quotation** – 1 task completed outside target days – this is an old task which was not completed at the original time. There was no other work completed within our 20-day KPI. Total for the month therefore Nil.

January 2020

- **Set Up Pay** – 4 tasks completed 1 day late.
- **Member Quotes** – 2 tasks completed outside – these are old tasks which were not completed at the original times. Remaining tasks all completed with 20 working days target. 100% within target.

APPENDIX B – Pensioner Payroll

Breakdown of headcount figures:

Category \ Period	January	February	March
Closing LIVE Count	5,605		
Starters	34		
Leavers	-15		
Sub-total	5,624		
Suspended	-84		
Total number of pensioners paid	5,540		

Breakdown of suspended figures:

Reason \ Period	January	February	March
Account Closed	13		
Deaths	44		
Gone Away	23		
Children's pension over 18	4		
Total	84		
Unresolved after 12 months	37		