

Isle of Wight Pension Fund Key Performance Indicators 2019/20

Last update: 31 May 2020

| | 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) *** | 89.47% (34/38) *** | 81.25% (13/16) *** |
| 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) *** | 85.71% (6/7) ** | 100% (5/5) |
| 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) | 100% (2/2) | 100% (16/16) |
| 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 | 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) | 100% (3/3) | 100% (2/2) |
| 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 | Nil | 100% (1/1) |
| 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 | 100% (1/1) | |

*** See Appendix A below – performance exceptions

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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) | 100% (2/2) | 100% (1/1) | Nil | Nil | 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) | 100% (10/10) | 100% (7/7) |
| 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 **** | 100% Completed 20/02/2020 5646 Starters **** | 100 |
| 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 | 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 | Nil | HMRC PSS Report 23/12/2019 | Nil | Nil | 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

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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.

February 2020

- **Set Up Pay** – 4 tasks completed 1 day late.
- **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

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APPENDIX B – Pensioner Payroll

Breakdown of headcount figures:

| Category \ Period | January | February | March |
|--|--------------|--------------|-------------|
| Closing LIVE Count | 5,605 | 5,646 | 5652 |
| Starters | 34 | 35 | 19 |
| Leavers | -15 | -13 | -13 |
| Sub-total | 5,624 | 5,668 | 5658 |
| Suspended | -84 | -77 | -72 |
| Total number of pensioners paid | 5,540 | 5,591 | 5586 |

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 | | |