IOW COUNCIL LOCAL GOVERNMENT PENSION SCHEME
Key Performance Indicators (KPI)
Summary of categories for period 1 December 2023 - 31 January 2024

KPI Category	Complete at End of Period	# Completed Within KPI Target	% Complete Within KPI Target
Aggregation - Initial Aggregation Letter	32	21	65.6%
Aggregation - Processing from election or auto after 12 months	19	10	52.6%
Deaths – initial letter acknowledging death of member	26	23	88.5%
Deaths – letter notifying amount of dependants pension	34	30	88.2%
Divorce quote – letter detailing cash equivalent value and other benefits	6	6	100.0%
Emails - acknowledgment to email	240	240	100.0%
Employer Quote - letter notifying cost and benefit estimate	8	8	100.0%
Joiners – notification of date of enrolment/checking starters	199	194	97.5%
Member Quote - letter notifying estimate of benefits	4	4	100.0%
Payroll Input - to complete input	84	80	95.2%
Payroll Input checking - checking input	86	86	100.0%
Phone - calling member back/CRM	126	126	100.0%
Post - renaming and assigning follow on task	104	104	100.0%
Refund - Officer Check	27	27	100.0%
Refund - Process Refund Quote	29	29	100.0%
Refund – Process and pay a refund	19	19	100.0%
Retirement - RETOP - ill health, Redundancy, Flexible	2	1	50.0%
Retirement - Variation to pension	1	1	100.0%
Retirements – process and pay pension benefits on time	43	32	74.4%
Retirements – RETOP Normal/Early	63	56	88.9%
Transfer In - Membership Request - Quote	0	0	
Transfer in - processing transfer in altair - ACTUAL	4	2	50.0%
Transfer out - ACTUAL	1	1	100.0%
Transfer out - QUOTE	4	3	75.0%
Transfers in - requesting payment - ACTUAL	1	1	100.0%
Transfers in – letter detailing transfer quote	1	0	0.0%
Grand Total	**1163**	**1104**	**94.9%**