

IOW COUNCIL LOCAL GOVERNMENT PENSION SCHEME

KPI statistics @ 31 August 2021

Category	TASK	Detail	Days to complete	2020/21 achieved	Target	Current average	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Payment of Benefits	SETUPPAY	Set up of new pension and lump sum within 10 working days of receipt of all documents	20		100%	88.77%	72%	71%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	29	7	34	18	21						
						Within target	21	5	34	18	21						
Benefits Estimates Members	MEMQUOTE	Estimates of benefits to Members within 20 working days	20		100%	100.00%	100%	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	2	0	4	13	20						
						Within target	2	0	4	13	20						
Benefits Estimates Employers	ERSQUOTE	Estimate of benefits to Employers within 5 working days	10		100%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	0	0	0	9	0						
						Within target	0	0	0	9	0						
Annual Benefit Statements - active members		Produce the required standard to statutory timescale by 31 st August each year		Published 10 Aug 2021	100%	99.07%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	99.07%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Members						4106					
						Processed					4068						
						Within target					4068						
Annual Benefit Statements - deferred members		Produce the required standard to statutory timescale by 31 st August each year		Published 04 Aug 2021	100%	99.70%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	99.70%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Members						5911					
						Processed					5893						
						Within target					5893						
Transfers In Payments	TVIN	Payment made within 5 working days of receipt of all documentation	20		100%	100.00%	#DIV/0!	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	0	0	23	15	8						
						Within target	0	0	23	15	8						
Transfers in Quotes	TRANINQ	Issued within 20 working days of notification and all information required to produce a quote	20		100%	100.00%	#DIV/0!	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	0	0	40	15	6						
						Within target	0	0	40	15	6						
Transfers Out Payments	TVOUT	Payment made within 5 working days of receipt of all documentation	20		100%	75.00%	#DIV/0!	0%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
						Processed	0	1	13	7	3						
						Within target	0	0	13	7	3						

