

IOW COUNCIL LOCAL GOVERNMENT PENSION SCHEME

KPI statistics @ 31 March 2022

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%	95.32%	72%	71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
						Processed	29	7	34	18	21	35	36	23	25	24	24	
						Within target	21	5	34	18	21	35	36	23	25	24	24	
Benefits Estimates Members	MEMQUOTE	Estimates of benefits to Members within 20 working days	20		100%	100.00%	100%	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	
						Processed	2	0	4	13	20	9	6	26	13	29	16	
						Within target	2	0	4	13	20	9	6	26	13	29	16	
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!	100%	100%	100%	100%	100%	100%	
						Processed	0	0	0	9	0	6	4	10	1	9	4	
						Within target	0	0	0	9	0	6	4	10	1	9	4	
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												
						Processed												
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												
						Processed												
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%	100%	100%	100%	100%	100%	100%	
						Processed	0	0	23	15	8	6	3	4	7	4	1	
						Within target	0	0	23	15	8	6	3	4	7	4	1	
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%	100%	100%	100%	100%	100%	100%	
						Processed	0	0	40	15	6	11	9	23	22	10	10	
						Within target	0	0	40	15	6	11	9	23	22	10	10	
Transfers Out Payments	TVOUT	Payment made within 5 working days of receipt of all documentation	20		100%	90.91%	#DIV/0!	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
						Processed	0	1	13	7	3	6	6	9	10	9	5	
						Within target	0	0	13	7	3	6	6	9	10	9	5	

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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
Transfers Out Quotes	TRANOUTQ	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%	100%	100%	100%	100%	100%	100%
						Processed	0	0	12	9	6	4	16	17	24	16	6
						Within target	0	0	12	9	6	4	16	17	24	16	6
Deaths	DEATHS	Payment of Death Grant and set up Widow pension within 10 working days	10		100%	98.33%	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%
						Processed	13	5	7	10	38	12	12	26	14	20	10
						Within target	13	4	7	10	38	12	12	26	14	20	10
Pensioner Payroll		Payment of pension benefits to member by last working day of month			100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
						Date completed	21/04/2021	19/05/2021	23/06/2021	21/07/2021	24/08/2021	21/09/2021	20/10/2021	23/11/2021	14/12/2021	19/01/2022	22/02/2022
						Processed	5,625	5,642	5,664	5,685	5,710	5,726	5,747	5,779	5,786	5,799	5,827
						Starters	30	25	26	25	35	30	35	37	21	32	37
						Variations	36	30	33	31	37	26	38	50	26	16	0
Statutory Reports		Statutory reports, finance reports etc.			95%	100%	-	-	-	-	-	-	-	-	-	-	-
						Report Date completed											