

City of London Local Government Pension Scheme - Administration Key Performance Indicators

Task	Target (Working Days)	Result 2022/23	Result 2021/22	Result 2020/21
Initial payment of retirement benefits	5 days	97.35 %	98.61 %	97.58 %
Process refund and make payment	5 days	94.85 %	98.44 %	100.00 %
Statement notifying estimate of retirement benefits	20 days	97.04 %	96.17 %	97.78 %
Statement detailing transfer-in credit	20 days	100.00 %	100.00 %	100.00 %
Transfers-out payments	20 days	100.00 %	100.00 %	100.00 %
Answering general correspondence:	10 days	96.50 %	96.83 %	96.41 %
Payment of lump sum death grants:	5 days	92.59 %	100.00 %	95.45 %
Letters to dependants in respect of benefits due:	5 days	98.36 %	94.44 %	100.00 %

Task	Target (Working Days)	Quarter 1 01/04/2023 – 30/06/2023	Quarter 2 01/07/2023 – 30/09/2023	Quarter 3 01/10/2023 – 31/12/2023	Number of cases in Quarter 3*	Running total for the year 01/04/2023 – 31/12/2024
Initial payment of retirement benefits	5 days	95.52 %	92.00 %	94.64 %	56 (3)	94.43 %
Process refunds and make payments	5 days	93.10 %	100.00 %	94.12 %	17 (1)	94.32 %
Statement notifying estimate of retirement benefits	20 days	95.92 %	97.44 %	97.56 %	41 (1)	96.62 %
Statement detailing transfer-in credit	20 days	100.00 %	100.00 %	100.00 %	4 (0)	100.00 %
Transfers-out payments	20 days	100.00 %	0 cases	100.00 %	6 (0)	100.00 %
Answering general correspondence	10 days	100.00 %	96.40 %	92.23 %	103 (8)	96.18 %
Payment of lump sum death grants	14 days	100.00 %	100.00 %	100.00 %	3 (0)	100.00 %
Letters to dependant's in respect of benefits due	5 days	100.00 %	100.00 %	100.00 %	14 (0)	100.00 %

* The figure in brackets is the number of cases completed outside of target.