

Committee(s)	Dated:
Pensions Committee	29 November 2022
Subject: Local Government Pension Scheme – Key Performance Indicators	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	N/A
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: The Chamberlain	For Information
Report author: Graham Newman – Chamberlain’s Department	

Summary

At the Committee’s meeting on 27 September 2022, it was agreed that statistics in respect of work carried out by the Pensions Administration Office in relation to the Local Government Pension Scheme would be provided at the next meeting, for information.

There are eight Key Performance Indicators (KPIs) used to measure the performance of the pensions administration team and these are reported in the Annual Report; these KPIs are as follows:

Task	Target Time
Initial payment of retirement benefits	5 days
Process refund and make payment	5 days
Statement notifying estimate of retirement benefits	20 days
Statement detailing transfer-in credit	20 days
Transfers-out payments	20 days
Answering general correspondence	10 days
Payment of lump sum death grants	5 days
Letters to dependant’s in respect of benefits due	5 days

The performance indicators are derived from the pension’s system software, which has a workflow measurement facility. Appendix A shows the year-end KPIs for 2019/20, 2020/21 and 2021/22 together with the KPIs from 1 April 2022 to 31 October 2022. Appendix B is a summary of the scheme membership date (actives, deferreds and pensioners) as at 31 March 2021 and 31 March 2022.

Subject to any comments Members may have, for future meetings the KPIs will be reported as part of the Administrator’s Report.

Recommendation

Members are asked to note the report and provide any feedback in relation to this information.

Appendices:

Appendix A: Key Performance Indicator data.

Appendix B: Scheme Membership Data.

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