

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

<b>Task</b>	<b>Target</b>	<b>Result 2021/22</b>	<b>Result 2020/21</b>	<b>Result 2019/20</b>
Initial payment of retirement benefits	5 days	98.61 %	97.58 %	98.88 %
Process refund and make payment	5 days	98.44 %	100.00 %	100.00%
Statement notifying estimate of retirement benefits	20 days	96.17 %	97.78 %	97.03 %
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	96.83 %	96.41 %	96.42 %
Payment of lump sum death grants:	5 days	100.00 %	95.45 %	96.51 %
Letters to dependant's in respect of benefits due:	5 days	94.44 %	100.00 %	93.75 %

<b>Task</b>	<b>Target</b>	<b>Result to-date 01/04/2022 – 31/10/2022</b>
Initial payment of retirement benefits	5 days	97.42 %
Process refund and make payment	5 days	93.44 %
Statement notifying estimate of retirement benefits	20 days	94.83 %
Statement detailing transfer-in credit	20 days	100.00 %
Transfers-out payments	20 days	100.00 %
Answering general correspondence:	10 days	94.85 %
Payment of lump sum death grants:	5 days	89.47 %
Letters to dependant's in respect of benefits due:	5 days	97.14 %