

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

Task	Target	Result 2021/22	Result 2020/21	Result 2019/20
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 %

Task	Target	Result to-date 01/04/2022 – 31/10/2022
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 %

Local Government Pension Scheme Membership		
	Data as at 31 March 2021	Data as at 31 March 2022
Actives	4,638	4,729
Deferred	5,037	5,118
Pensioners	4,359	4,565
Totals	14,034	14,412

Active Members

Scheme members that are currently paying into the Scheme.

Deferred Members

Members that have left the scheme before retirement age and have been awarded a 'Deferred Pension'.

Pensioner Members

Scheme members in receipt of their pension.