

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 dependants in respect of benefits due:	5 days	94.44 %	100.00 %	93.75 %

Task	Target	Quarter 4: 01/01/2023 – 31/03/2023	Result for the year 01/04/2022 – 31/03/2023
Initial payment of retirement benefits	5 days	94.83 %	97.35 %
Process refunds and make payments ⁽¹⁾	5 days	96.15 %	94.85 %
Statement notifying estimate of retirement benefits	20 days	100.00 %	97.04 %
Statement detailing transfer-in credit	20 days	100.00 %	100.00 %
Transfers-out payments	20 days	100.00 %	100.00 %
Answering general correspondence	10 days	98.59 %	96.50 %
Payment of lump sum death grants ⁽²⁾	5 days	100.00 %	92.59 %
Letters to dependant's in respect of benefits due	5 days	100.00 %	98.36 %

Notes:

1. 'Process refunds and make payments': During the reporting period (01/04/2022 – 31/12/2022) there were a total of 71 cases of which 67 were completed within target. Payment of the refund is reliant upon the scheme member returning the required paperwork in the correct format and with the correct information. Where claim forms need to be returned to the member (for example they have completed it too early, failed to sign it or they have provided incorrect bank details) the target we set ourselves may not be met as the countdown will have started as the original paperwork was received.
2. Payment of lump sum death grants. During the reporting period (01/04/2022 – 31/12/2022) there were a total of 22 cases of which 20 were completed within target. Payment of the death grant is reliant on the correct completion of the claim forms from all of the parties that are making a claim. The target countdown begins the moment that the first completed claim forms are received, but where the grant is being paid to several recipients the countdown does not stop until the final completed form is received and processed. The 2 cases where the target was not met were caused by delays in receiving the necessary paperwork from all claimants.