

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)	Totals for the year – 2023 / 24			
		Cases completed in target	Cases completed outside target	Total number	Percentage
Initial payment of retirement benefits	5 days	249	15	264	94.32 %
Process refunds and make payments	5 days	91	4	95	95.79 %
Statement notifying estimate of retirement benefits	20 days	169	6	175	96.57 %
Statement detailing transfer-in credit	20 days	24	0	24	100.00 %
Transfers-out payments	20 days	34	0	34	100.00 %
Answering general correspondence	10 days	550	29	579	94.99 %
Payment of lump sum death grants	14 days	13	0	13	100.00 %
Letters to dependant's in respect of benefits due	5 days	54	3	57	94.74 %