

**City of London Police Pension Scheme - Administration Key Performance Indicators**

<b>Task</b>	<b>Target Working Days</b>
Initial payment of retirement benefits	10 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:	14 days
Letters to dependants in respect of benefits due:	5 days

<b>Task</b>	<b>Target (Working Days)</b>	<b>Quarter 1 01/04/2024 – 30/06/2024</b>	<b>Quarter 2 01/04/2024 – 30/09/2024</b>	<b>Quarter 3 01/10/2024 – 31/12/2024</b>	<b>Number of cases in Quarter 3</b>	<b>Running total for the year 01/04/2024 – 31/12/2024</b>
Initial payment of retirement benefits	10 days	100%	100%	100%	6	100%
Process refunds and make payments	5 days	100%	100%	100%	9	100%
Statement notifying estimate of retirement benefits	20 days	90.91%	100%	100%	8	95.83%
Statement detailing transfer-in credit	20 days	91.67%	95.16%	100%	57	96.95%
Transfers-out payments	20 days	100%	100%	100%	25	100%
Answering general correspondence	10 days	100%	93.64%	99.48%	191	97.07%
Payment of lump sum death grants	14 days	n/a	n/a	n/a	n/a	n/a
Letters to dependant's in respect of benefits due	5 days	n/a	n/a	n/a	n/a	n/a