City of London Police Pension Scheme - Administration Key Performance Indicators

Task	Target Working Days
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

Task	Target (Working Days)	Quarter 1 01/04/2024 – 30/06/2024	Quarter 2 01/04/2024 – 30/09/2024	Quarter 3 01/10/2024 – 31/12/2024	Quarter 4 01/01/2025 – 31/03/2025	Number of cases in Quarter 4	Total for the year 01/04/2024 – 31/05/2025
Initial payment of retirement benefits	10 days	100%	100%	100%	100%	13	100%
Process refunds and make payments	5 days	100%	100%	100%	100%	7	100%
Statement notifying estimate of retirement benefits	20 days	90.91%	100%	100%	100%	9	95.83%
Statement detailing transfer-in credit	20 days	91.67%	95.16%	100%	92.86%	14	96.95%
Transfers-out payments	20 days	100%	100%	100%	100%	3	100%
Answering general correspondence	10 days	100%	93.64%	99.48%	*	219*	97.07%*
Payment of lump sum death grants	14 days	n/a	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	n/a

*The 'Answering general correspondence' statistic for Quarter 4 relates purely to the number of emails/letters that have been sent in the period 01/01/2025 to 31/03/2025 and does not measure against timeliness for responding to queries. Our statistics are obtained from Workflow Tasks that are created on the pensions administration system and are used to monitor the work carried out by the administration team. The sheer number of queries received in Quarter 4, caused by the implementation of the McCloud Remedy, has meant it has been impractical to record a 'task' for every letter and email sent/answered and therefore the figure of 219 cases have been derived by interrogating the Sent Items within Outlook and copies of letters where they have been sent by post.

It should be noted that these statistics do not take account of the calculations performed in respect of McCloud – including the Remediable Service Statements produced (and the calculations required to provide these), contribution adjustments collected/refunded, McCloud calculation queries and McCloud data provided to and chased from other forces.