

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

Task	Target (Working Days)	Result 2023/24	Result 2022/23	Result 2021/22
Initial payment of retirement benefits	5 days*	94.32%	97.35 %	98.61 %
Process refund and make payment	5 days	95.79%	94.85 %	98.44 %
Statement notifying estimate of retirement benefits	20 days	96.57%	97.04 %	96.17 %
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	94.99%	96.50 %	96.83 %
Payment of lump sum death grants:	14 days	100.00%	92.59 %	100.00 %
Letters to dependants in respect of benefits due:	5 days	94.74%	98.36 %	94.44 %

Task	Target (Working days)	Quarter 1 01/04/2024 – 30/06/2024	Quarter 2 01/07/2024 – 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 – 31/03/2025	Total number of cases for the year
Initial payment of retirement benefits	10 days*	95.35%	93.48%	97.44%	98.39%	62	96.32%	190
Process refunds and make payments	5 days	90.91%	91.67%	93.33%	86.67%	15	90.57%	53
Statement notifying estimate of retirement benefits	20 days	94.92%	97.56%	100%	96.55%	29	96.69%	151
Statement detailing transfer-in credit	20 days	96.55%	97.92%	100%	100%	34	98.46%	130
Transfers-out payments	20 days	100%	100%	100%	n/a	0	100%	56
Answering general correspondence	10 days	96.06%	97.50%	100%	97.78%	180	97.73%	573
Payment of lump sum death grants	14 days	100%	100%	100%	100%	1	100%	18
Letters to dependant's in respect of benefits due	5 days	100%	100%	94.12%	96.00%	25	97.14%	70

* At the June 2024 LG Pensions Committee meeting, Members agreed to change the target for the initial payment of retirement benefits from 5 to 10 working days. Statistics shown for 2023/24 and earlier are based upon the 5 working days target. Statistics from April 2024 onwards have been collated based upon the revised timeframe.