

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

Task	Target (Working Days)	Result 2024/25	Result 2023/24	Result 2022/23	Result 2021/22
Initial payment of retirement benefits	10 days*	96.32%	94.32%	97.35 %	98.61 %
Process refund and make payment	5 days	90.57%	95.79%	94.85 %	98.44 %
Statement notifying estimate of retirement benefits	20 days	96.69%	96.57%	97.04 %	96.17 %
Statement detailing transfer-in credit	20 days	98.46%	100.00%	100.00 %	100.00 %
Transfers-out payments	20 days	100%	100.00%	100.00 %	100.00 %
Answering general correspondence:	10 days	97.73%	94.99%	96.50 %	96.83 %
Payment of lump sum death grants:	14 days	100%	100.00%	92.59 %	100.00 %
Letters to dependants in respect of benefits due:	5 days	97.14%	94.74%	98.36 %	94.44 %

Task	Target (Working days)	Quarter 1 01/04/2025 – 30/06/2025	Number of cases in Quarter 1	Running total for the year 01/04/2025 – 31/03/2026	Running total number of cases for the year 01/04/2025 – 31/03/2026
Initial payment of retirement benefits	10 days*	95.35%	43	95.35%	43
Process refunds and make payments	5 days	100.00%	8	100.00%	8
Statement notifying estimate of retirement benefits	20 days	95.83%	24	95.83%	24
Statement detailing transfer-in credit	20 days	100.00%	25	100.00%	25
Transfers-out payments	20 days	90.48%	21	90.48%	21
Answering general correspondence	10 days	97.26%	146	97.26%	146
Payment of lump sum death grants	14 days	100.00%	6	100.00%	6
Letters to dependant's in respect of benefits due	5 days	90.00%	10	90.00%	10

* At the June 2024 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.