

## Appendix 3

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

Task	Target Working Days	Result 2024/25
Initial payment of retirement benefits	10 days	100%
Process refund and make payment	5 days	100%
Statement notifying estimate of retirement benefits	20 days	95.83%
Statement detailing transfer-in credit	20 days	96.95%
Transfers-out payments	20 days	100%
Answering general correspondence:	10 days	97.07%
Payment of lump sum death grants:	14 days	n/a
Letters to dependants in respect of benefits due:	5 days	n/a

Task	Target (Working Days)	Quarter 1 01/04/2025 – 30/06/2025	Number of cases in Quarter 1	Quarter 2 01/07/2025 – 30/09/2025	Number of cases in Quarter 2	Quarter 3 01/10/2025 – 31/12/2025	Number of cases in Quarter 3	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	100%	7	100%	6	100%	11	100%	24
Process refunds and make payments	5 days	100%	1	n/a	0	100%	1	100%	2
Statement notifying estimate of retirement benefits	20 days	100%	13	71.43%	21	83.33%	6	74.19%	31
Statement detailing transfer-in credit	20 days	100%	18	85.71%	7	50.00%	4	89.66%	29
Transfers-out payments	20 days	n/a	0	100%	9	100%	13	100%	22

Answering general correspondence*	10 days	*	560	*	725	*	720	*	2005
Payment of lump sum death grants	14 days	n/a	n/a	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	n/a	n/a

\*The 'Answering general correspondence' statistic relates purely to the number of emails/letters that have been sent in the period 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 has meant it has been impractical to record a 'task' for every letter and email sent/answered and therefore the figure has 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.