

Key Performance Indicators

The following pages show the performance against the key performance indicators (KPIs) which have been agreed within Clwyd Pension Fund's Administration Strategy. They cover thirteen areas of work, and for each there is a KPI for each of the following:

- The legal timescale that must be met
- The overall timescale for the process (including any time taken by employers and/or scheme members)
- The timescale relating to the Clwyd Pension Fund administration team only

The KPIs are specific to each process (as set out in the Administration Strategy) and illustrated by the graphs are as follows:

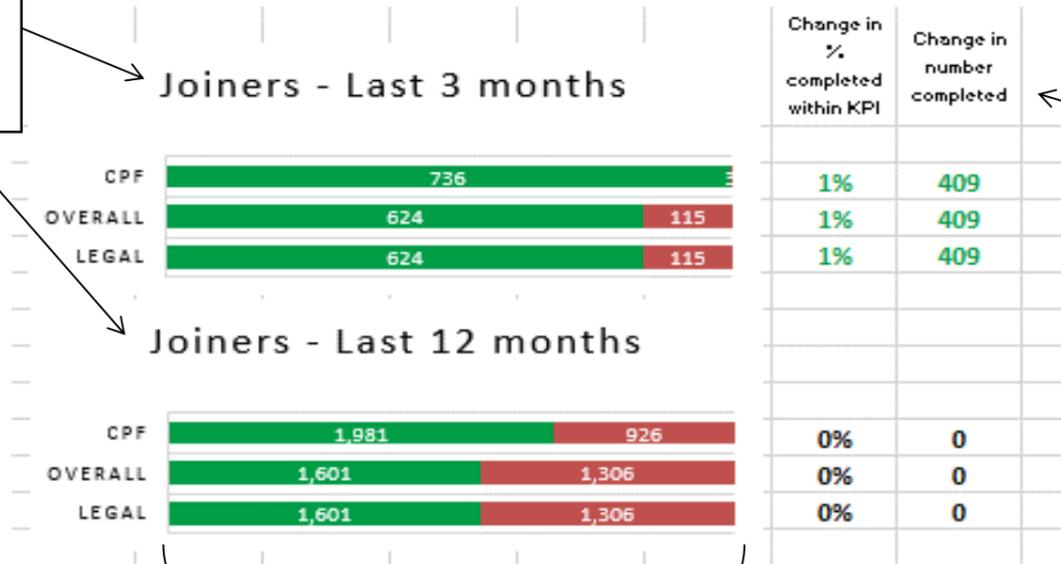
		A	B	C
	Process	Legal Requirement	Overall	CPF Administration element target
1	To send a Notification of Joining the LGPS to a scheme member	2 months from date of joining (assuming notification received from the employer), or within 1 month of receiving jobholder information where the individual is being automatically enrolled / re-enrolled	46 working days from date of joining (i.e. 2 months)	30 working days from receipt of all information
2	To inform members who leave the scheme before retirement age of their leaver rights and options	As soon as practicable and no more than 2 months from date of initial notification (from employer or from scheme member)	46 working days from date of leaving	15 working days from receipt of all information
3	Obtain transfer details for transfer in, and calculate and provide quotation to member	2 months from the date of request	46 working days from date of request	20 working days from receipt of all information
4	Provide details of transfer value for transfer out, on request	3 months from date of request (CETV estimate) 3 or within a reasonable period (cash transfer sum)	46 working days from date of request	20 working days from receipt of all information
5	Notification of amount of retirement benefits	1 month from date of retirement if on or after Normal Pension Age	23 working days from date of retirement	10 working days from receipt of all information
6	Providing quotations on request for retirements	As soon as is practicable, but no more than 2 months from date of request unless there has already been a request in the last 12 months	46 working days from date of request	15 working days from receipt of all information
7	Calculate and notify dependant(s) of amount of death benefits	As soon as possible but in any event no more than 2 months to beneficiary from date of becoming aware of death, or from a date of request by a third party (e.g. personal representative)	25 working days from date of death	10 working days from receipt of all information
8	Calculate and Notify member of CETV for Divorce/Dissolution Quote	3 months from the date of request	46 working days from date of request	20 working days from receipt of all information
9	Calculate and Notify members of Actual Divorce Share	4 months from the date of the pension sharing order, or the date where all sufficient information is received to implement the order	46 working days from date of request	15 working days from receipt of all information
10	Calculate and pay a Refund of contributions	Not applicable	13 working days from receipt of request	10 working days from receipt of all information
11	Calculate and Pay retirement lump sum	Not applicable	Not applicable	15 working days from receipt of all information
12	Calculate and Notify member of Deferred Benefits	Not applicable	76 working days from date of leaving	30 working days from receipt of all information
13	Initial letter acknowledging death of member	Not applicable	Not applicable	3 working days from receipt of all information

Interpretation of graphs

One graph has been provided for each KPI in the table above.

This is illustrated further below.

Each KPI shows the stats for the previous 3 months and the previous 12 months



This column tells you the change in % completed within the KPI target compared to either the 3 months before last or the 12 months before last.

This column tells you the change in number of tasks completed over either the 3 months before last or the 12 months before last.

Green bars represent total cases completed that were within the KPI target in the relevant period. Red bars represent the total number of cases completed that were not done within the KPI target in the relevant period.

Joiners - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	577	192	-10%	-20
OVERALL	577	192	-10%	-20
CPF	766	3	2%	-20

Joiners - Last 12 months

LEGAL	2,812	814	28%	-37
OVERALL	2,812	814	28%	-37
CPF	3,596	30	25%	-37

Leavers - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	491	0	0%	173
OVERALL	256	235	9%	173
CPF	471	20	-3%	173

Leavers - Last 12 months

LEGAL	1,707	5	5%	134
OVERALL	721	991	13%	134
CPF	1,683	29	48%	134

Transfers In - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	59	17	16%	0
OVERALL	59	17	16%	0
CPF	52	24	17%	0

Transfers In - Last 12 months

LEGAL	190	73	-4%	33
OVERALL	190	73	-4%	33
CPF	145	118	-17%	33

Transfers Out - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	119	1	1%	26
OVERALL	118	2	5%	26
CPF	106	14	21%	26

Transfers Out - Last 12 months

LEGAL	356	5	-1%	3
OVERALL	348	13	-2%	3
CPF	273	88	-12%	3

Retirements - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	324	64	0%	59
OVERALL	301	87	4%	59
CPF	314	74	-15%	59

Retirements - Last 12 months

LEGAL	1,151	247	7%	273
OVERALL	1,006	392	8%	273
CPF	1,272	126	-4%	273

Quotations - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	192	0	1%	-76
OVERALL	192	0	1%	-76
CPF	162	30	-5%	-76

Quotations - Last 12 months

LEGAL	964	8	0%	61
OVERALL	964	8	0%	61
CPF	849	123	2%	61

Deaths - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	40	2	4%	-17
OVERALL	19	23	10%	-17
CPF	32	10	0%	-17

Deaths - Last 12 months

LEGAL	175	30	12%	23
OVERALL	80	125	4%	23
CPF	163	42	15%	23

Divorce Quote - Last 3 months

			Change in % completed within KPI	Change in number completed
LEGAL	21	1	-5%	-7
OVERALL	21	1	-5%	-7
CPF	21	1	-1%	-7

Divorce Quote - Last 12 months

LEGAL	50	1	n/a	51
OVERALL	50	1	n/a	51
CPF	49	2	n/a	51

Divorce Share - Last 3 months

	Change in % completed within KPI	Change in number completed
LEGAL	n/a	3
OVERALL	n/a	3
CPF	n/a	3

Divorce Share - Last 12 months

LEGAL	n/a	3
OVERALL	n/a	3
CPF	n/a	3

Refund - Last 3 months

	Change in % completed within KPI	Change in number completed
LEGAL		
OVERALL	-4%	-6
CPF	-11%	-6

Refund - Last 12 months

LEGAL		
OVERALL	n/a	162
CPF	n/a	162

Retirement Lump Sum - Last 3 months

	Change in % completed within KPI	Change in number completed
LEGAL		
OVERALL		
CPF	0%	-44

Retirement Lump Sum - Last 12 months

LEGAL		
OVERALL		
CPF	n/a	516

Deferred Benefits - Last 3 months

	Change in % completed within KPI	Change in number completed
LEGAL		
OVERALL	19%	-251
CPF	9%	-251

Deferred Benefits - Last 12 months

LEGAL		
OVERALL	n/a	881
CPF	n/a	881

Death Acknowledgment - Last 3 months

	Change in % completed within KPI	Change in number completed
LEGAL		
OVERALL		
CPF	14%	-14

Death Acknowledgment - Last 12 months

LEGAL		
OVERALL		
CPF	n/a	212