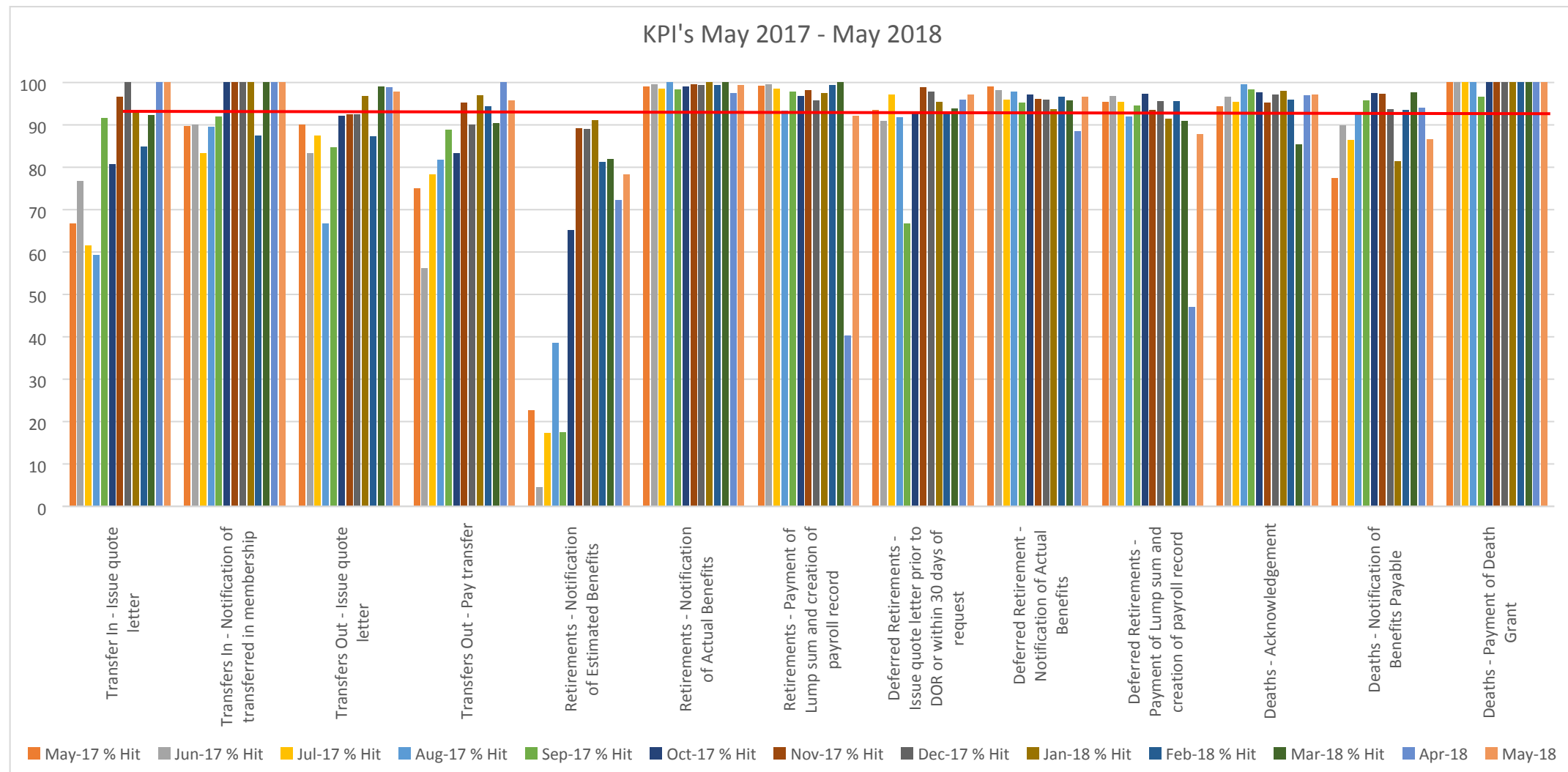


West Midlands Pension Fund – Appendix B – Key Performance Indicators (KPIs)



Key areas to note over the previous 12 months include the following:

- Transfers In issue quote letter from April 2017 to August 2017 was at or below 80%, from September 2017 the KPI has been maintained above 80% and from April 2018 has been 100%.
- Transfers In notification of transferred membership has been maintained at above 80% through the previous 12 months, with 7 months of the previous 12 months achieving 100%.
- Transfers Out pay transfer for the period May 2017 to October 2017 ranged from 75% to 89.06%, for the period November 2017 to May 2018 the KPI has been maintained above 90%.
- Retirements Notification of Estimated Benefits performance cumulative improvement, however the volume of cases and delays to revaluation orders and factors has still impacted performance.

West Midlands Pension Fund – Appendix B – Key Performance Indicators (KPIs)

- Retirements Payment of Lump sum and creation of payroll record have been maintained through the 12 month period at above 90%, apart from April 2018 due to reduced timescales for processing due to a system upgrade.
- Deferred Retirement Notification of Actual Benefits have been maintained through the 12 month period at above 90%.
- Deferred Retirements - Payment of Lump sum and creation of payroll record have been maintained through the 12 month period at above 90%.
- Deaths acknowledgements - for the period April 2017 to March 2018 the KPI has been maintained above 90%, with March 2018 KPI reducing slightly to 85.47%.
- Deaths payment of death grant have maintained over 90%