

## Operations Revised KPI Framework

KPI		Target	Comments
<b>Joiner</b>	New joiners will be processed <b>within 20 days</b> of receiving the required data from the scheme member's employer.	90%	20 days brings us in line with other Funds and measures employer performance against queries raised. This also measures the process across both Data Services and the Operational processing team. Overall Disclosure Regulations require notification within one month for employees auto-enrolled and two months for other employees.
<b>Deferment</b>	Benefit notification will be issued to the member within <b>15 days</b> following receipt of the required information from the scheme member's previous employer.	90%	This KPI meets industry standard for deferment cases. This KPI is part of an overall end to end KPI of 40 days which measures employer performance against queries raised for compliance with Disclosure Regulations and also includes cross service measurement between Operational teams. Disclosure Regulations require a benefit notification to be issued to the member within two months of the employer or member notification
<b>Retirements</b>	Notification of the estimated retirement benefits will be issued to the scheme member <b>within 15 days</b> following the receipt of the required information.	90%	This KPI measures favourably against other Funds. Again this KPI is part of an overall end to end KPI for the retirement process which is cross service between Data Management, Retirement and Payroll teams. The Disclosure Regulations require retirement benefit details to be issued within 24 days of the date the member left employment.
	Notification of the actual retirement benefits will be issued to the scheme member <b>within 5 days</b> following receipt of the required information.	90%	n/a
	Payment of the retirement lump sum will be made and the creation of the pensioner record <b>within 5 days</b> of receiving the required information.	90%	n/a
<b>Deaths</b>	Acknowledgement of a death will be issued <b>within 5 days</b> of receiving the notification	90%	Individual measures will be set for each type of death, e.g. Death in Service, Death in deferment and Death in retirement
	Notification of the benefits payable to dependants will be issued <b>within 5 days</b> following the receipt of the required information.	90%	These KPIs combine to provide an end to end measurement of the death process. Disclosure Regulations require death benefit entitlement details to be provided within 55 days of the notification of death. This may appear to be a long time but cases often involve significant periods of time to await responses from others or deciding upon recipient of the death grant.
	Payment of the death lump sum will be made <b>within 10 days</b> of receipt of all the required information.	90%	

<b>Member Changes</b>	Changes in member details will be processed <b>within 20 days</b> of receipt of the required information.	90%	A number of processes will contribute to this KPI including: (Maintain Member Data, Change of Bank (new KPI to be established), Change of address, TUPE maintain member data) This an end to end KPI and includes time taken to resolve any queries with employers to measure and report against employer performance
<b>Transfers</b>	<b>Transfer In</b> - Transfer in quotes will be issued to the scheme member <b>within 10 days</b> of receiving all of the required information. Following receipt of the scheme member's election form and confirmation of the payment received from the scheme member's previous pension provider, notification of the transferred in membership will be issued to the scheme member <b>within 10 days</b> .	90%	This process requires liaison with external pensions schemes and responses from the member so has been designed to focus on the work to be completed by the Fund. There is no Disclosure Regulation target for this process however local performance indicator benchmark levels are set at 24 days to issue a transfer in notification on receipt of transfer in payment.
	<b>Transfer Out</b> - Transfer out quotes will be issued to the scheme member <b>within 20 days</b> of receipt of the required information. Transfer values will be paid <b>within 10 days</b> of receiving confirmation from the scheme member that the transfer is to be made and all information required to make the payment.	90%	These KPIs combine to provide an end to end measurement for the whole transfer out process. The Pensions Scheme Act 1993 requires a transfer out quotation to be provided within three months of a member's request being made and a transfer out payment to be made within six months of the transfer guarantee date. The Fund's KPI meets benchmark level reported by other Funds.
<b>Employer &amp; Customer Services</b>	<b>85%</b> of calls received to the customer and employer helpline to be answered	85%	Report to be produced from Mitel. To be reviewed following the implementation of LGPS 2014.
<b>Data Quality</b>	<p>Compliance with the TPR standard:</p> <p><b>Common Data</b></p> <ul style="list-style-type: none"> <li>• New data created after June 2010 - 100%</li> <li>• Legacy data (created before June 2010) – 95%</li> </ul> <p><b>Conditional Data</b> – TBD by Trustees following baseline</p>		