West Midlands Pension Fund - Key Performance Indicators (KPIs)



IC	Operations - Benefit Operations						
					21/22 Q1 % Hit	21/22 Q2 % Hit	21/22 Q2
Re	efund Notification	Notify member of Refund within 10 days of receiving required	Monthly	90%	94.77%	94.05%	J.
	efund Payment	information Refund payments processed within 5 days of receiving required	Monthly	90%	98.88%	97.91%	Ī
-	etirement Quote	Information	Monthly	90%	98.89%	99.25%	
Н		Notification of Estimated Benefits within 15 days of retirement date Notification of the actual benefits within 5 days of receiving member					n n
-	etirement Notification	option form (Retirement Notification)	Monthly	90%	66.73%	85.71%	Ŷ
Ro	etirement Payment	Payment of lump sum and creation of payroll record within 5 days of receiving election form (Retirement) Issue quote letter within 30 days of the members eligible payment date	Monthly	90%	98.44%	98.35%	4
De	eferred Retirement Quote	Issue quote letter within 30 days of the members eligible payment date or receipt of request from member	Monthly	90%	77.30%	64.58%	1
De	eferred Retirement Notification	or receipt of request from member Notification of the actual benefits within 5 days of receiving member option form (Deferred Retirement Notification)	Monthly	90%	94.27%	96.49%	1
De	eferred Retirement Payment	Payment of lump sum and creation of payroll record within 5 days of receiving election form (Deferred Retirement)	Monthly	90%	92.21%	94.80%	1
т.	ransfer In Quote	Transfer in quotations processed within 10 days of receiving all the	Monthly	90%	98.10%	93.59%	4
	ransfer in Payment	required information Transfer notification of transferred in membership to be notified to the	Monthly	90%	94.92%	94.25%	T
-		scheme member within 10 days of receiving payment Transfer out quotations processed within 20 days of receiving required					
Н	ransfer Out Quote	Information	Monthly	90%	98.30%	100.00%	1
Tr	ransfer Out Payment	Transfer out payments processed within 20 days of receiving required information	Monthly	90%	92.73%	95.24%	霏
De	eaths Acknowledgement	Acknowledgement of a death within 5 days of receiving the notification	Monthly	90%	96.60%	97.95%	1
De	eaths Notification of Benefits Payable	Notification of benefits payable to dependents will be issued within 5 days of receiving the required information Payment of death lump sum will be made within 10 days of receipt of all	Monthly	90%	94.24%	92.68%	-
D	eaths Payment	Payment of death lump sum will be made within 10 days of receipt of all	Monthly	90%	100.00%	97.97%	1
_		the required information	,				•
P	Pension Services - Customer Sat	tisfaction			21/22	21/22	
					Q1 % Hit	Q2	Q2 Q2
KI Ci	PI Summary ustomer Satisfaction	KPI Description Customer satisfaction	Frequency Quarterly	KPI Target 90%	% Hit 85.23%	% Hit 81.00%	Trend
	Pension Services - Complaints N		L. L. Willy	-3/4			-
ľ	choich services - complaints iv				21/22	21/22	21/22
KE	PI Summary	KPI Description	Frequency	KPI Target	Q1 % Hit	Q2 % Hit	Q2 Trend
м	Sember Complaints	All member complaints to be responded to within 20 working days of	Monthly	100%	98.15%	98.73%	介
Er	mployer Complaints	receipt All employer complaints to be responded to within 20 working days of	Monthly	100%	100.00%	100.00%	→
	Pension Services - Complaints N	receipt Agnitoring	,				2
Ė	ension services complaines it				21/22	21/22	
M	PI Summary Tember Complaints less than 1%	KPI Description No of member complaints to be less than 1% of total membership	Frequency Monthly	KPI Target <1%	21/22 Q1	21/22 Q2	
	mployer Complaints less than 1%	No of employer complaints to be less than 1% of total employer membership	Monthly	<1%	V	V	
P	Pension Services - Service Calls				21/22	21/22	21/22
P	Pension Services - Service Calls	KPI Devription	Frequency	KPI Target	21/22 Q1 % Hit	21/22 Q2 % Hit	21/22 Q2 Trend
KF	Pension Services - Service Calls Pl Summary ustomer Services Calls	KPI Description Call answer rate of the customer helpline	Frequency Monthly	KPI Target	21/22 Q1 % Hit 82.93%	21/22 Q2 % Hit 80.63%	21/22 Q2 Trend
KF CL	PI Summary	All Description Call answer rate of the customer helpline Call answer rate of the employer helpline	Frequency Monthly Monthly	KPI Target 85%	% Hit	% Hit	Trend
CL En	PI Summary ustomer Services Calls	Call answer rate of the employer helpline	,	00,1	% Hit 82.93%	% Hit 80.63%	Trend
CL En	PI Summary ustomer Services Calls mployer Services Calls	Call answer rate of the employer helpline	,	00,1	% Hit 82.93% 96.43%	% Hit 80.63% 94.33%	Trend
CL En	PI Summary ustomer Services Calls mployer Services Calls	Call answer rate of the employer helpline legistrations	,	85% KPI Target 3000 increase	% Hit 82.93% 96.43%	% Hit 80.63% 94.33%	Trend
CL En P	Pissummay ustomer Services Calls Imployer Services Calls Pension Services - Web Portal R	Call answer rate of the employer helpline egistrations KMI Description Web Portal Registrations	Monthly	85% KPI Target	% Hit 82.93% 96.43% 21/22 Q1 2875	% Hit 80.63% 94.33% 21/22 Q2 2405	Trend
CL En	PIS summary ustomer Services Calls Imployer Services Calls Pension Services - Web Portal R PIS summary Veb Portal Registrations	Call answer rate of the employer helpline egistrations KMI Description Web Portal Registrations	Monthly	85% KPI Target 3000 increase	% Hit 82.93% 96.43% 21/22 Q1 2875	% Hit 80.63% 94.33% 21/22 Q2 2405	Trend
EFF P	A Summer Services Calls unplayer Services Calls Pension Services - Web Portal R Alsonatory Abbrard Registrations Operations - Web Portal Available Operations - Web Portal Available Operations - Web Portal Available	Call answer rate of the amployer helpfine egistrations IFF Description With Description Unity IFF Description IFF Description IFF Description IFF Description	Monthly Frequency Monthly	85% KPI Target 3000 increase per quarter KPI Target	% Hit 82.93% 96.43% 21/22 Q1 2875 21/22 Q1 %	% Hit 80.63% 94.33% 21/22 Q2 2405 21/22 Q2 %	21/23 Q2 Trend
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