West Midlands Pension Fund - Key Performance Indicators (KPIs)



	Operations - Benefit Operations Processes					
	and the second s		Frequency	VOI T	24 (22	20.10
	KPI Summary Refund Notification	KPI Description Notify member of Refund within 10 days of receiving required information	Monthly	KPI Target	21/22 94%	22/2 93%
	Refund Payment	Refund payments processed within 5 days of receiving required	Monthly	90%	98%	98%
_	Retirement Quote	information Notification of Estimated Benefits within 15 days of retirement date	Monthly	90%	99%	99%
atio	Retirement Notification	Notification of the actual benefits within 5 days of receiving member	Monthly	90%	83%	91%
unic T	Maria (1997)	option form (Retirement Notification) Payment of lump sum and creation of payroll record within 5 days of	VALUE CONTRACTOR	90%		
umo:	Retirement Payment	receiving election form (Retirement) Issue quote letter within 30 days of the members eligible payment date	Monthly	(7.717.)	99%	96%
<u> </u>	Deferred Retirement Quote	or receipt of request from member Notification of the actual benefits within 5 days of receiving member	Monthly	90%	78%	92%
enta	Deferred Retirement Notification	option form (Deferred Retirement Notification)	Monthly	90%	96%	95%
gem	Deferred Retirement Payment	Payment of lump sum and creation of payroll record within 5 days of receiving election form (Deferred Retirement)	Monthly	90%	94%	889
Enga	Transfer In Quote	Transfer in quotations processed within 10 days of receiving all the required information	Monthly	90%	97%	99%
mer	Transfer in Payment	Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	Monthly	90%	93%	979
Customer Engagement and Communication	Transfer Out Quote	Transfer out quotations processed within 20 days of receiving required information	Monthly	90%	99%	100
0	Transfer Out Payment	Transfer out payments processed within 20 days of receiving required information	Monthly	90%	97%	959
	Deaths Acknowledgement	Acknowledgement of a death within 5 days of receiving the notification	Monthly	90%	94%	929
	Deaths Notification of Benefits Payable	Notification of benefits payable to dependents will be issued within 5	Monthly	90%	95%	969
		days of receiving the required information Payment of death lump sum will be made within 10 days of receipt of all				
	Deaths Payment	the required information	Monthly	90%	99%	979
	Pension Services - Service Calls					
	KPI Summary	KPI Description	Frequency	KPI Target	21/22	22/2
uoi	Customer Services Calls	Call answer rate of the customer helpline	Monthly	85%	79%	809
nicat	Employer Services Calls	Call answer rate of the employer helpline	Monthly	85%	95%	96
in L	Pension Services - Customer Satisfaction					
5	KPI Summary	KPI Description	Frequency	KPI Target	21/22	22/
and	Customer Satisfaction	Customer satisfaction - feedback from events and interaction with members	Quarterly	90%	83%	92
men						
gage	Sum of Difference	was a second		VAL T		
E E	KPI Summary	KPI Description	Frequency	KPI Target 12,000	21/22	22/
Customer Engagement and Communication	Web Portal Registrations	Web Portal Registrations	Monthly	registrations per year	10817	109
Cust	Operations - Pension Portal Availability					
	KPI Summary	KPI Description	Frequency	KPI Target	21/22	22/
	Web Portal Availability	Pensions Portal to be available 95% of the time (based on working hours as monitored)	Monthly	95%	99%	99
	Operations - IDRP Monitoring	V-				
munication	KPI Summary	KPI Description	Frequency	KPI Target	21/22	22/
	IDRP Combined	All IDRP cases completed within 2 months	Monthly	100%	55%	819
E CO	Pension Services - Complaints Monitoring					
and Com	KPI Summary	KPI Description All member complaints to be responded to within 20 working days of	Frequency	KPI Target	21/22	22/:
nent and Com	KPI Summary Member Complaints	All member complaints to be responded to within 20 working days of receipt	Monthly	100%	92%	86
agement and Com	KPI Summary	All member complaints to be responded to within 20 working days of				86
Engagement and Comi	KPI Summary Member Complaints	All member complaints to be responded to within 20 working days of receipt All employer complaints to be responded to within 20 working days of	Monthly	100%	92%	86
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Lustomer Engagement and Comi	KPI Summary Member Complaints Employer Complaints Pension Services - Complaints Monitoring	All member complaints to be responded to within 20 working days of receipt All employer complaints to be responded to within 20 working days of receipt	Monthly Monthly	100%	92%	100
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^{*} Contributions reconciled and allocated at time of reporting.