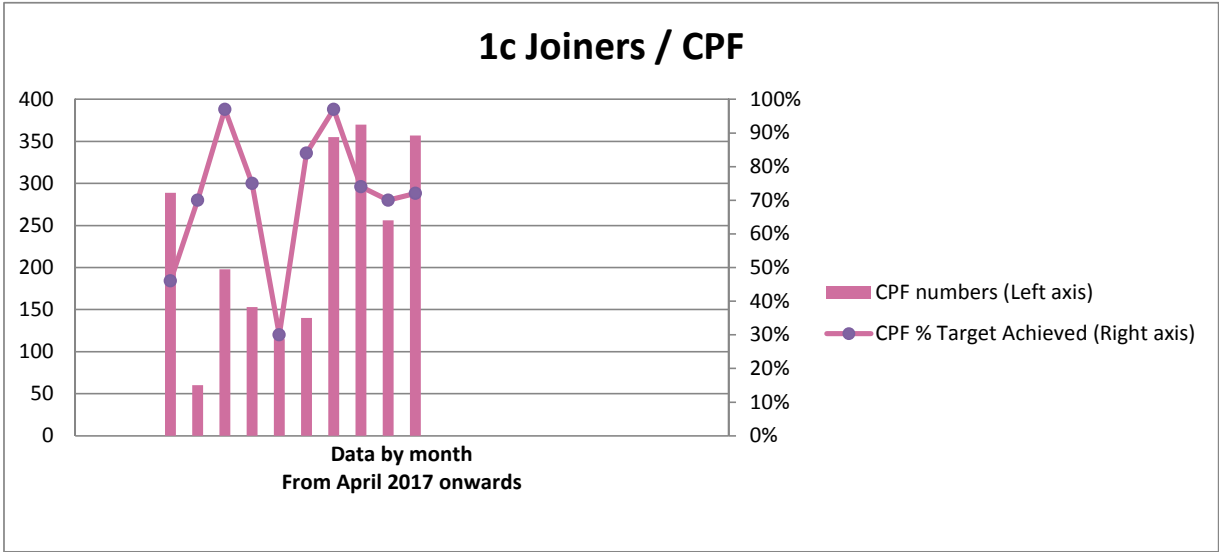
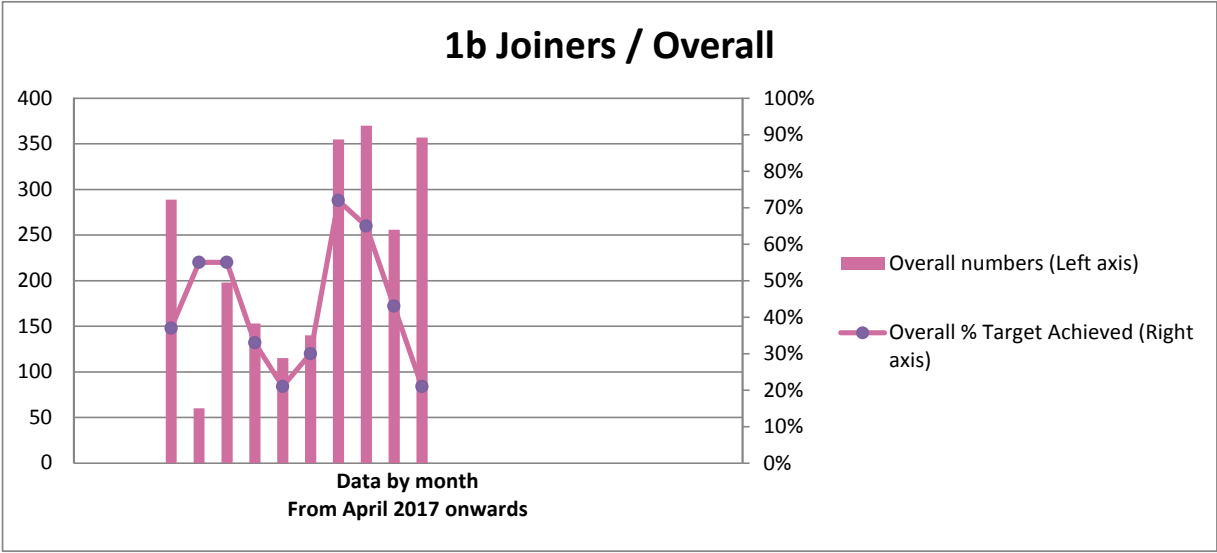
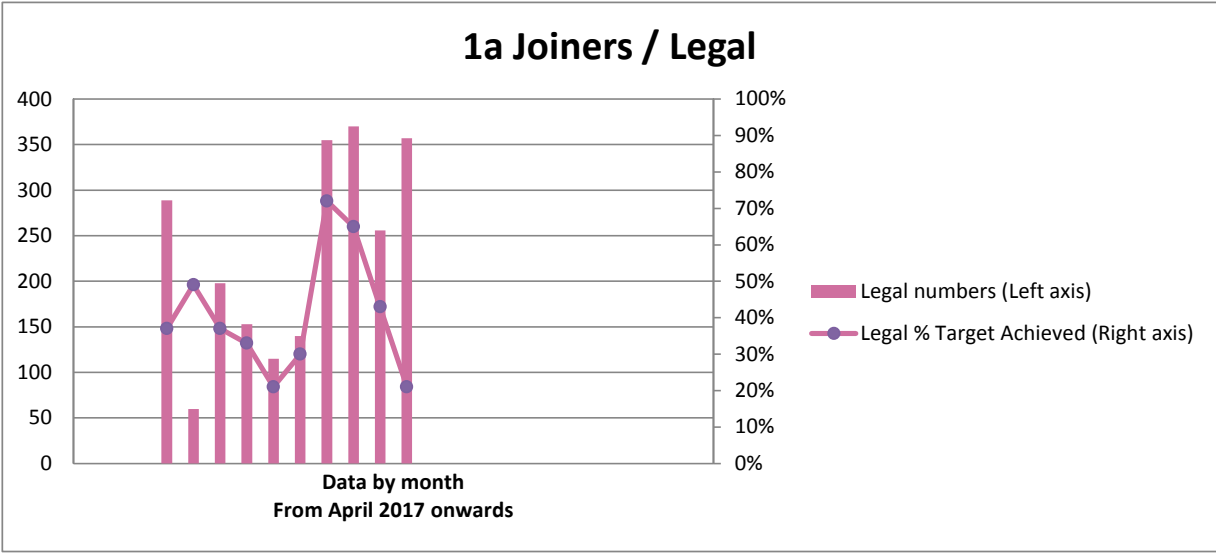


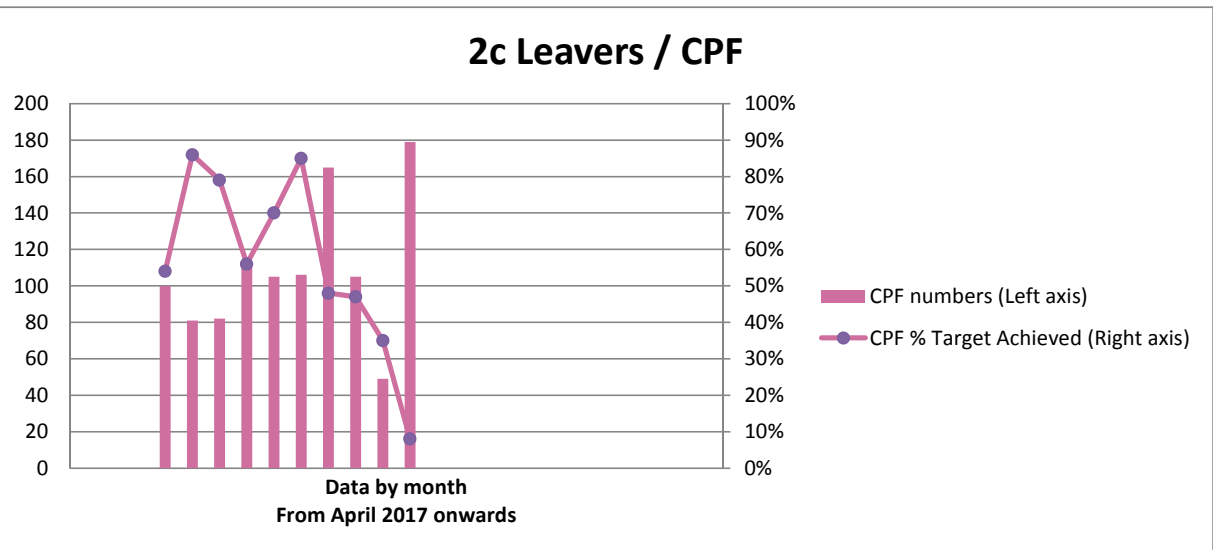
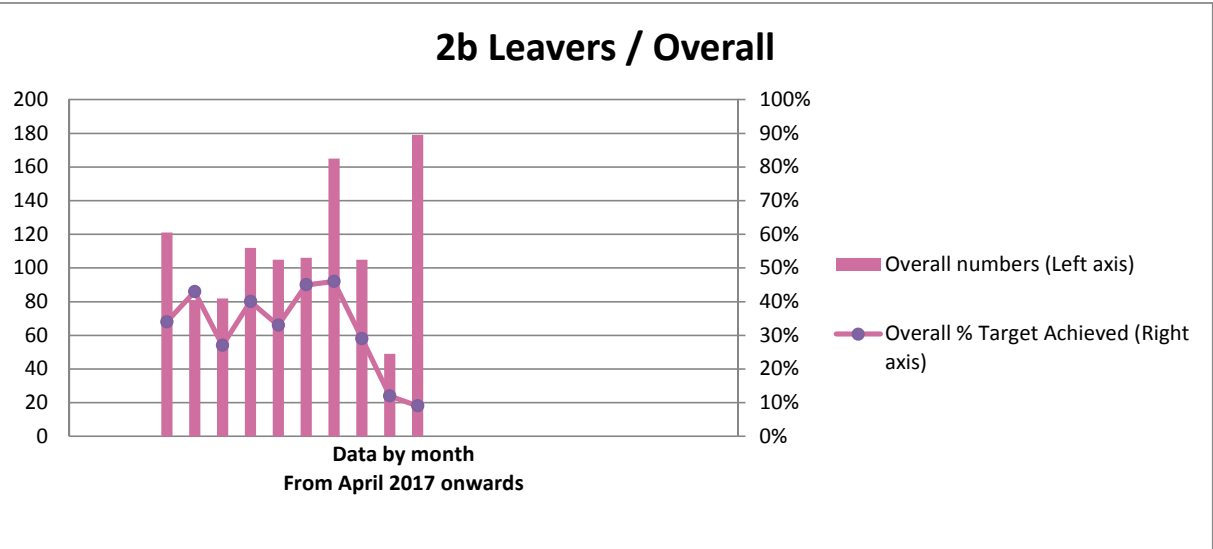
Clwyd Pension Fund - Administration Strategy Key Performance Indicators

Summary of information and timelines shown in graphs:

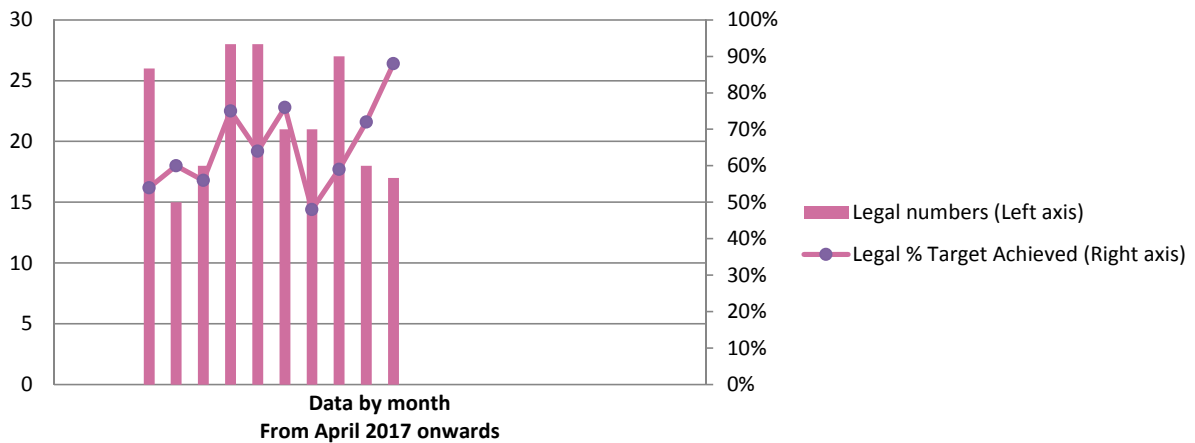
Please note that some historical cases will be excluded from the number of cases completed.

		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 (ie 2 months)	15 working days from receipt of all information
2	To inform members who leave the scheme 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)	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 or 2 months from date of retirement if before 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 from date of becoming aware of death, or from 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

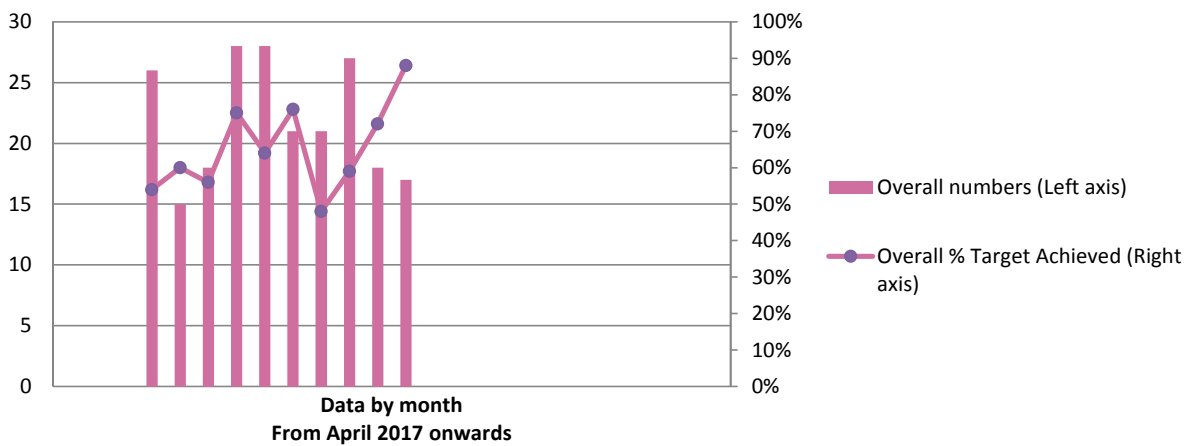




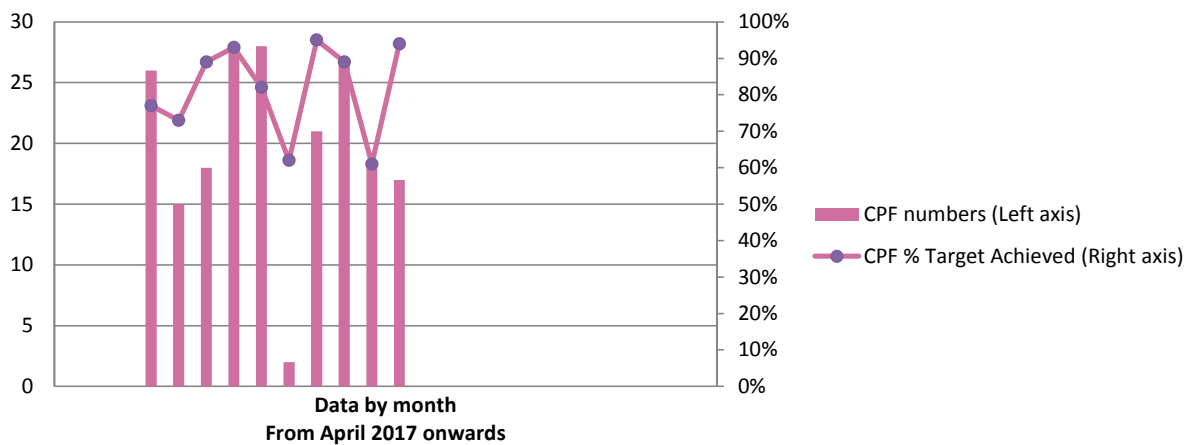
3a Transfers In / Legal



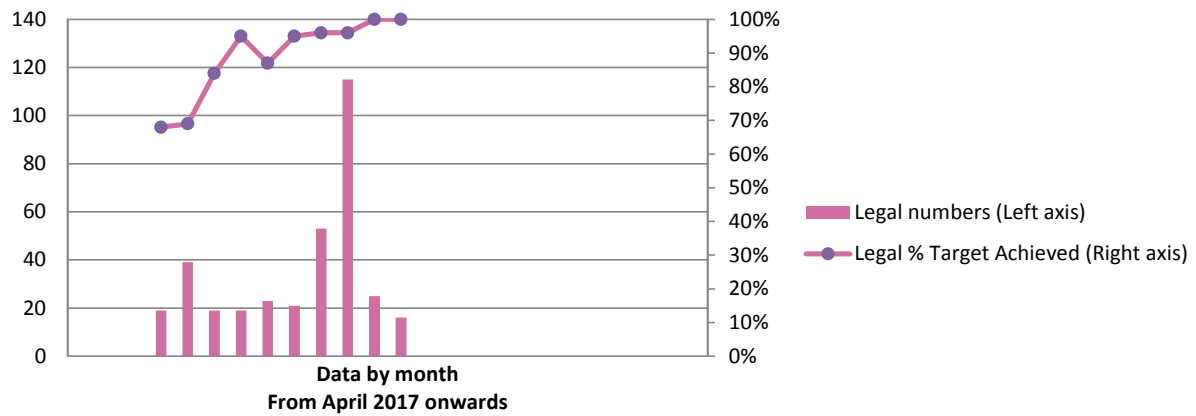
3b Transfers In / Overall



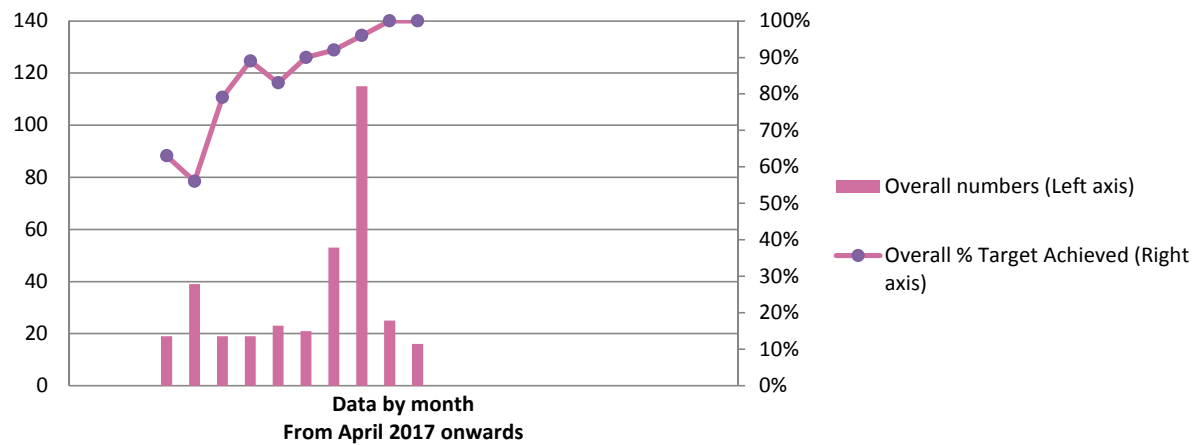
3c Transfers In / CPF



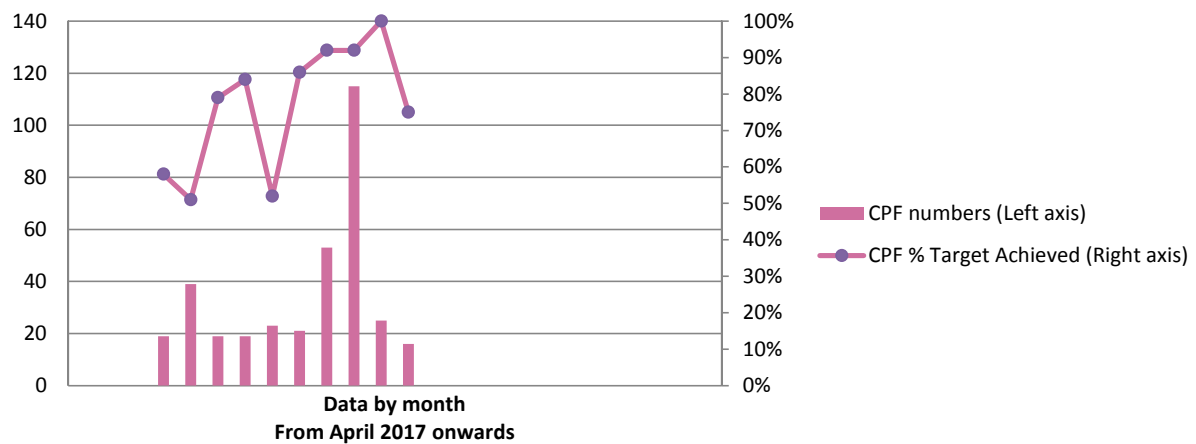
4a Transfers Out / Legal



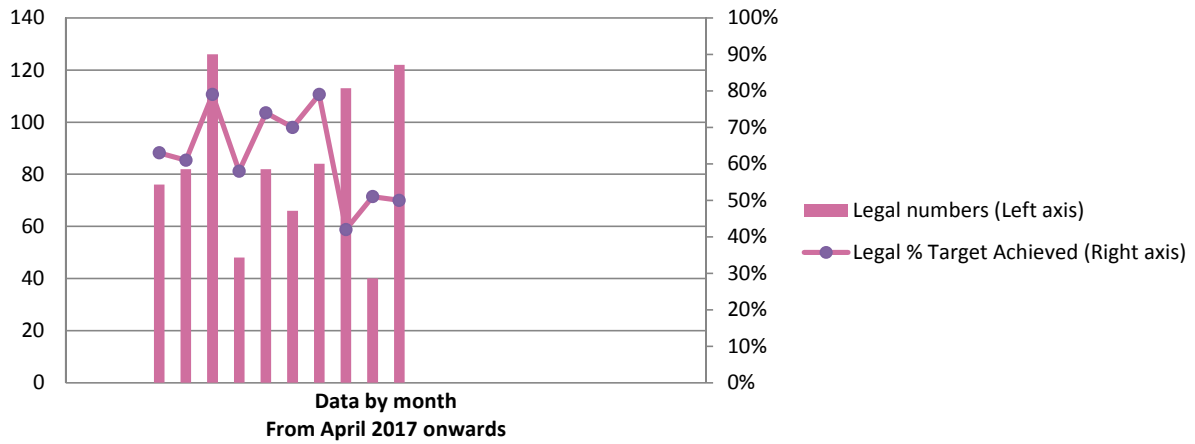
4b Transfers Out / Overall



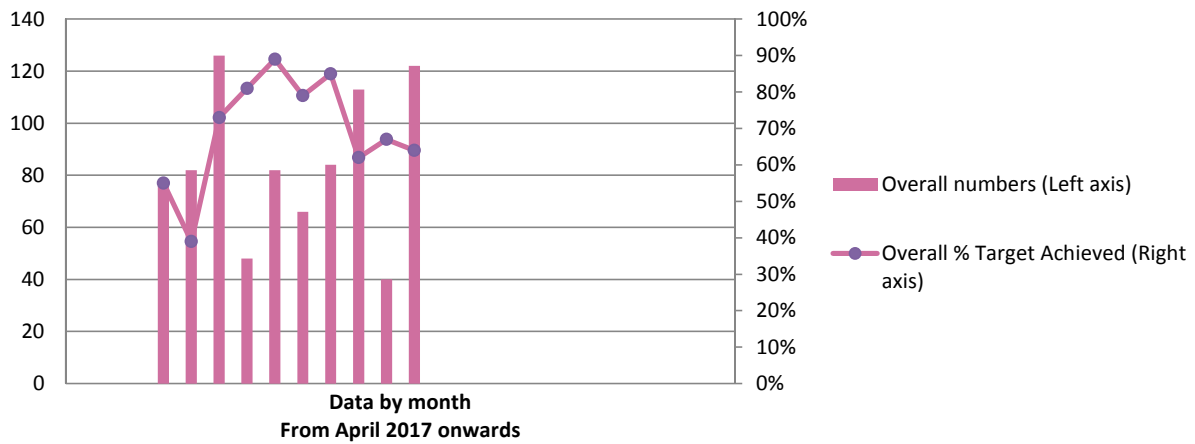
4c Transfers Out / CPF



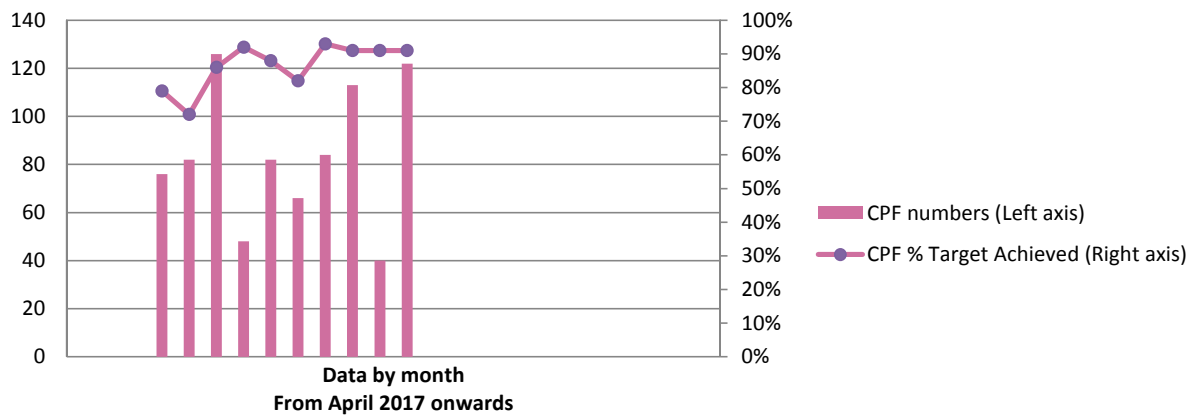
5a Retirements / Legal



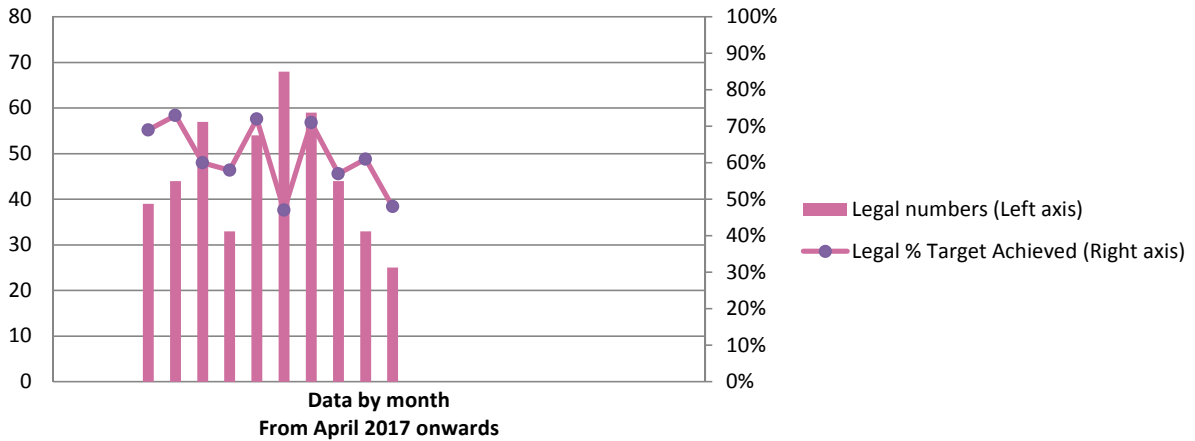
5b Retirements / Overall



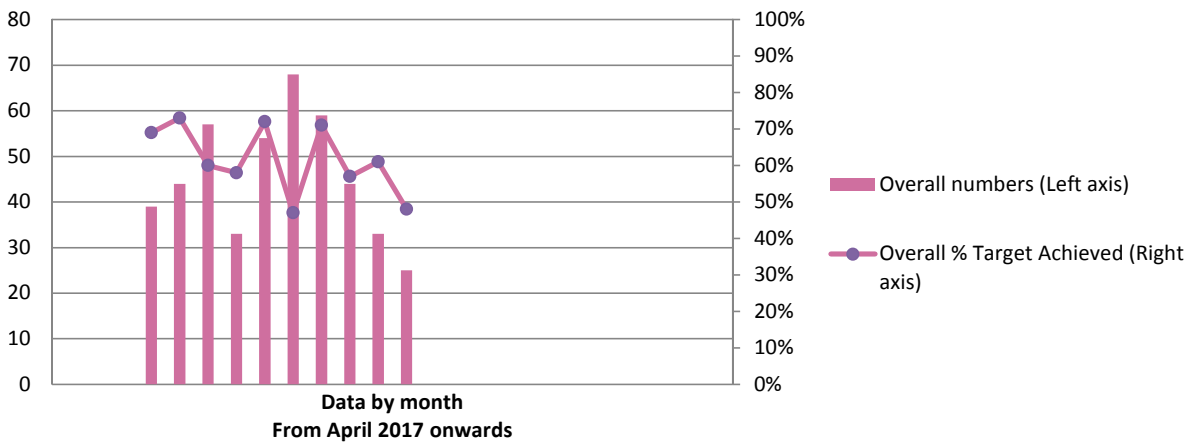
5c Retirements / CPF



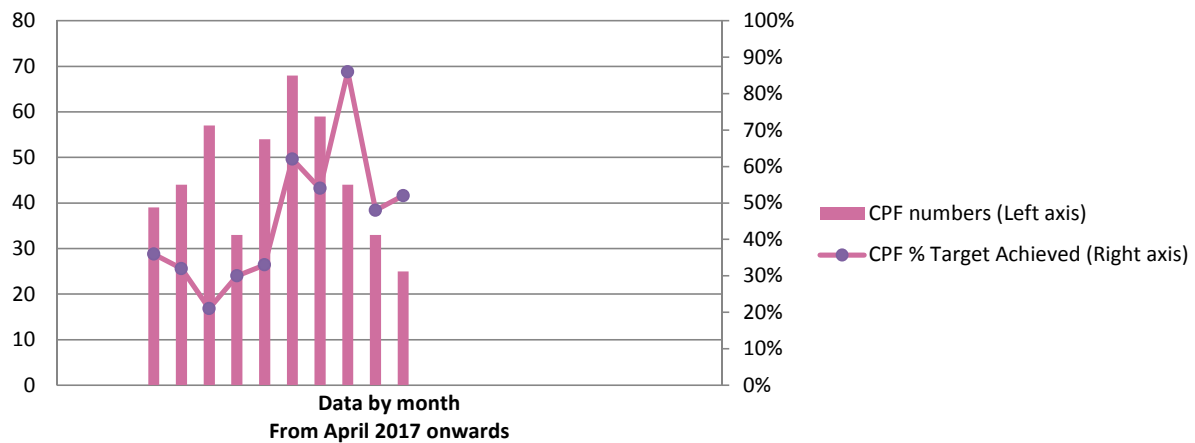
6a Quotations / Legal



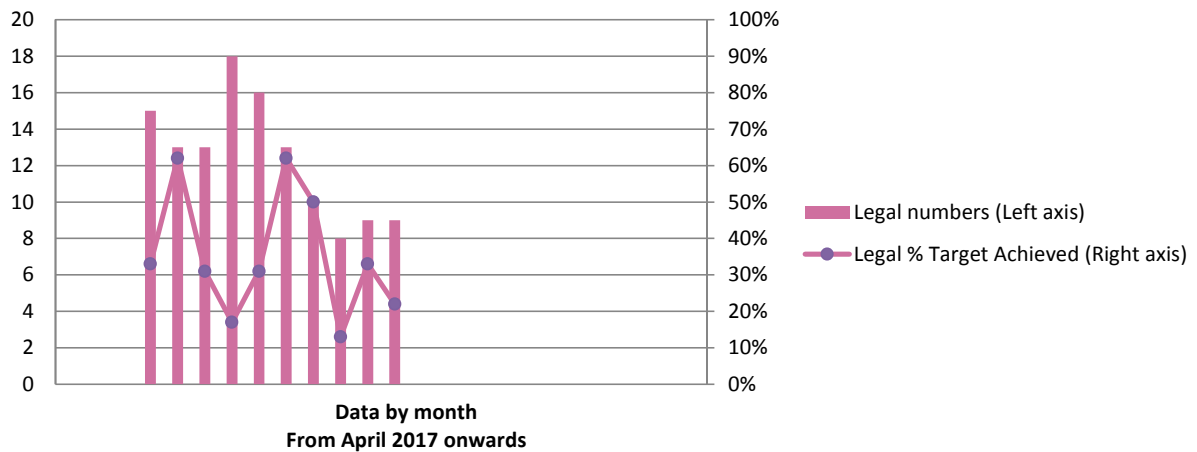
6b Quotations/ Overall



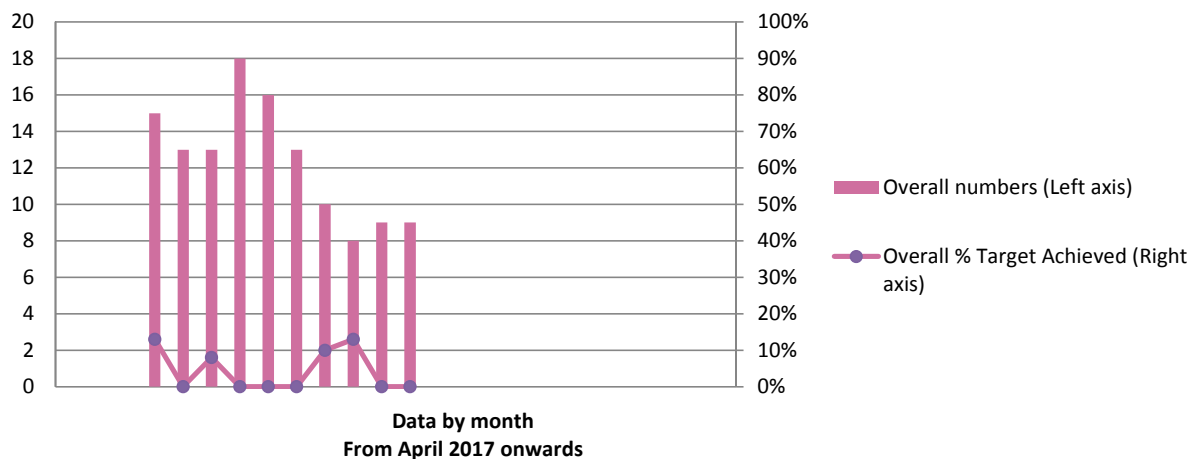
6c Quotations / CPF



7a Deaths / Legal



7b Deaths / Overall



7c Deaths / CPF

