

Key Performance Indicators

The following pages show the performance against the key performance indicators (KPIs) which have been agreed within Clwyd Pension Fund's Administration Strategy. They cover thirteen areas of work, and for each there is a KPI for each of the following:

- The legal timescale that must be met
- The overall timescale for the process (including any time taken by employers and/or scheme members)
- The timescale relating to the Clwyd Pension Fund administration team only

The KPIs are specific to each process (as set out in the Administration Strategy) and illustrated by the graphs are as follows:

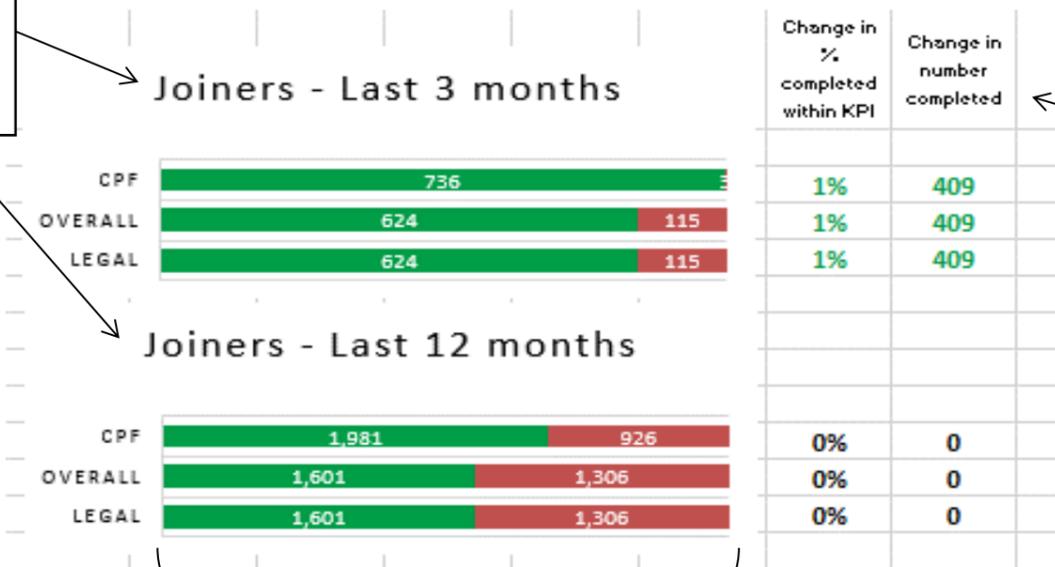
		A	B	C
	Process	Legal Requirement	Overall	CPF Administration element target
1	To send a Notification of Joining the LGPS to a scheme member	2 months from date of joining (assuming notification received from the employer), or within 1 month of receiving jobholder information where the individual is being automatically enrolled / re-enrolled	46 working days from date of joining (i.e. 2 months)	30 working days from receipt of all information
2	To inform members who leave the scheme before retirement age 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) 3 or within a reasonable period (cash transfer sum)	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	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 to beneficiary from date of becoming aware of death, or from a 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
8	Calculate and Notify member of CETV for Divorce/Dissolution Quote	3 months from the date of request	46 working days from date of request	20 working days from receipt of all information
9	Calculate and Notify members of Actual Divorce Share	4 months from the date of the pension sharing order, or the date where all sufficient information is received to implement the order	46 working days from date of request	15 working days from receipt of all information
10	Calculate and pay a Refund of contributions	Not applicable	13 working days from receipt of request	10 working days from receipt of all information
11	Calculate and Pay retirement lump sum	Not applicable	Not applicable	15 working days from receipt of all information
12	Calculate and Notify member of Deferred Benefits	Not applicable	76 working days from date of leaving	30 working days from receipt of all information
13	Initial letter acknowledging death of member	Not applicable	Not applicable	3 working days from receipt of all information

Interpretation of graphs

One graph has been provided for each KPI in the table above.

This is illustrated further below.

Each KPI shows the stats for the previous 3 months and the previous 12 months



This column tells you the change in % completed within the KPI target compared to either the 3 months before last or the 12 months before last.

This column tells you the change in number of tasks completed over either the 3 months before last or the 12 months before last.

Green bars represent total cases completed that were within the KPI target in the relevant period. Red bars represent the total number of cases completed that were not done within the KPI target in the relevant period.

Key Performance Indicators - Executive Summary - to October 2022

Joiners - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	971	1%	63
OVERALL	971	1%	63
CPF	1,057	0%	63

Joiners - Last 12 months

LEGAL	3,741	9%	261
OVERALL	3,741	9%	261
CPF	4,199	0%	261

Leavers - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	585	0%	245
OVERALL	396	2%	245
CPF	584	1%	245

Leavers - Last 12 months

LEGAL	1,963	0%	107
OVERALL	1,232	19%	107
CPF	1,956	1%	107

Transfers In - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	93	2%	3
OVERALL	93	2%	3
CPF	90	-1%	3

Transfers In - Last 12 months

LEGAL	305	12%	62
OVERALL	305	12%	62
CPF	299	27%	62

Transfers Out - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	161	1%	30
OVERALL	158	3%	30
CPF	141	-3%	30

Transfers Out - Last 12 months

LEGAL	544	1%	153
OVERALL	529	0%	153
CPF	475	11%	153

Retirements - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	395	4%	4
OVERALL	336	3%	4
CPF	426	-3%	4

Retirements - Last 12 months

LEGAL	1,382	2%	177
OVERALL	1,187	2%	177
CPF	1,517	2%	177

Quotations - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	179	-1%	-22
OVERALL	179	-1%	-22
CPF	130	-23%	-22

Quotations - Last 12 months

LEGAL	750	0%	-243
OVERALL	750	0%	-243
CPF	663	0%	-243

Deaths - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	29	-12%	-15
OVERALL	10	2%	-15
CPF	24	-1%	-15

Deaths - Last 12 months

LEGAL	164	-8%	1
OVERALL	55	-14%	1
CPF	145	-11%	1

Divorce Quote - Last 3 months

		Change in % completed within KPI	Change in number completed
LEGAL	30	0%	7
OVERALL	30	0%	7
CPF	30	0%	7

Divorce Quote - Last 12 months

LEGAL	114	2%	55
OVERALL	114	2%	55
CPF	109	3%	52

Divorce Share - Last 3 months

Change in % completed within KPI Change in number completed

LEGAL	0	n/a	-1
OVERALL	0	n/a	-1
CPF	0	n/a	-1

Divorce Share - Last 12 months

LEGAL	4	0%	1
OVERALL	4	67%	1
CPF	4	0%	1

Refund - Last 3 months

Change in % completed within KPI Change in number completed

LEGAL	0		
OVERALL	14	128	3%
CPF	136	6	11%

Refund - Last 12 months

LEGAL	0		
OVERALL	47	410	-1%
CPF	396	61	13%

Retirement Lump Sum - Last 3 months

Change in % completed within KPI Change in number completed

LEGAL	0		
OVERALL	0		
CPF	301	20	-1%

Retirement Lump Sum - Last 12 months

LEGAL	0		
OVERALL	0		
CPF	1,043	55	-1%

Deferred Benefits - Last 3 months

Change in % completed within KPI Change in number completed

LEGAL	0		
OVERALL	214	90	-1%
CPF	227	77	-4%

Deferred Benefits - Last 12 months

LEGAL	0		
OVERALL	935	539	38%
CPF	919	555	38%

Death Acknowledgment - Last 3 months

Change in % completed within KPI Change in number completed

LEGAL	0		
OVERALL	0		
CPF	76	15	-5%

Death Acknowledgment - Last 12 months

LEGAL	0		
OVERALL	0		
CPF	358	82	3%