

Extract from 2021 Administration Strategy – proposed amendments

Key Performance Indicators (KPIs)

Process	Legal requirement	Overall case target	CPF Administration element target
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 ¹	4 3 ⁶ working days from date of joining (i.e. 2 months)	30 working days from receipt of all information
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) ²	4 3 ⁶ working days from date of leaving	15 working days from receipt of all information
Obtain transfer details for transfer in, and calculate and provide quotation to member	2 months from the date of request ¹	4 3 ⁶ working days from date of request	20 working days from receipt of all information
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) ⁴	4 3 ⁶ working days from date of request	20 working days from receipt of all information
Notification of amount of retirement benefits	1 month from date of retirement if on or after Normal Pension Age ¹ 2 months from date of retirement if before Normal Pension Age ¹	2 2 ³ working days from date of retirement	10 working days from receipt of all information

Process	Legal requirement	Overall case target	CPF Administration element target
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 ⁴	4 36 working days from date of request	15 working days from receipt of all information
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) ¹	25 working days from date of death	10 working days from receipt of all information
Calculate and Notify member of CETV for Divorce/Dissolution Quote	3 months from the date of request	4 36 working days from date of request	20 working days from receipt of all information
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 ⁵	4 36 working days from date of request	15 working days from receipt of all information
Calculate and pay a Refund of contributions	Not applicable	13 30 working days from receipt of request date of leaving	10 working days from receipt of all information
Calculate and Pay retirement lump sum	Not applicable	Not applicable	15 working days from receipt of all information
Calculate and Notify member of Deferred Benefits	Not applicable	76 working days from date of leaving	30 working days from receipt of all information

Process	Legal requirement	Overall case target	CPF Administration element target
Initial letter acknowledging death of member	Not applicable	Not applicable	3 working days from receipt of all information
Issue bank credit information request for a refund of contributions			15 working days from receipt of leaver form

- 1: The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013, as amended
- 2: The Occupational Pension Schemes (Preservation of Benefit) Regulations 1991
- 3: Occupational Pension Schemes (Transfer Value) Regulations 1996
- 4: Pension Schemes Act 1993
- 5: Welfare Reform and Pensions Act 1999

Approval, Review and Consultation

This Strategy was originally approved in March 2016 and has had a number of reviews since then. This version was updated in March 2017 and June 2019 by the Clwyd Pension Fund Committee. It has subsequently been reviewed and approved by the Committee in March 2021 and, additionally, the Key Performance Indicator table was updated in February 2024. this version is effective from 1 May 2021.

It will be formally reviewed and updated at least every three years or sooner if the administration management arrangements or other matters included within it merit reconsideration, including if there are any changes to the LGPS or other relevant Regulations or Guidance which need to be taken into account.

In preparing and updating the Strategy, we have consulted with the relevant employers, the scheme member and employer representatives on the Clwyd Pension Board, and other persons considered appropriate.

This Strategy will be included within the Fund's Annual Report and Accounts and available on our website at: <https://mss.clwydpensionfund.org.uk/>