

SURREY LGPS PENSION FUND - ADMINISTRATION
PERFORMANCE REPORT

Description	Performance standard	Tolerable performance	QUARTER 1 21/22 (April - June)											Age of cases (6 months plus) that are open at the end of the quarter			Commentary	
			No of cases open at beginning of the quarter	No of cases received	No of cases completed (including terminated cases)	No of cases completed (excluding terminated cases)	No of cases completed within SLA	No of cases not completed within SLA	% of cases completed within SLA	Average no of days to complete cases	Number of cases open at the end of the quarter	Of the cases open at the end of the quarter			6-12mths	1-2 yrs		2+ yrs
												No. on reply due	No. reply received	No. where task is overdue				
Total Caseload			10006	5548	5298	4048	3112	930	74%	53	10256	1536	277	8443	912	656	5092	
NEW STARTER New scheme member to be set up on Altair, check payroll details, request any transfers and send a statutory notice sent to the member.	30 working days	80%				1169												
DEATH NOTIFICATION When notified of a death, Pension Services should cease any pension payments (if applicable), send a condolences letter, request details of any Survivor's eligible for a pension, request details of any beneficiaries eligible for a share of the death grant and request the details of the Personal Representative to resolve any balance of payments due to or from the estate.	5 working days	90%	0	185	181	181	180	1	99%	1	4	0	0	4	0	0	0	The 4 tasks showing as overdue do not have a task completion date until July. The number of cases open at the beginning of the quarter and the end of the quarter have reduced because the open cases that were previously being counted in reports were not directly related to death notification and have therefore been removed from the scope of the KPI for accuracy. The incorrect cases were related to predicting what the survivor pension or death grant may be before the paper work was returned. These cases will be added to the list of work to be prioritised to be closed down as this step is no longer included within the refreshed death workflow. The number of death notifications have reduced over this quarter - there were 58 notifications received in June compared to 123 received in January (see graph for further trends).
SURVIVOR'S PENSIONS Upon receipt of completed claim forms, relevant certificates and supporting documents/evidence, Pension Services should set up any survivor's pension(s) on the payroll and write to each survivor to confirm payment.	10 working days	90%	31	89	97	88	32	56	36%	41	23	15	2	6	4	1	9	The 10 cases that are older than one year are on reply due. The SLA performance for June had improved to 61%, however, because the SLA performance was lower in April and May, the quarter SLA performance is still low. The pilot project to closely monitor all death tasks to be completed and manually allocate tasks to staff should improve performance over the coming months and could be attributed towards the improved performance in June.
DEATH BENEFITS PAYABLE Upon receipt of completed claim forms, details of potential beneficiaries, relevant certificates and supporting evidence, the Death Grant payment should be paid to the beneficiaries. Pension Services should notify the relevant parties of any payments and/or decisions in writing.	10 working days	90%	14	70	71	66	44	22	67%	28	13	8	2	3	0	1	4	In June the largest number of death grants were completed (26) compared to the beginning of the quarter where 19 were completed in April. SLA performance is still not achieving target, however the manual allocation project aims to closely monitor that tasks are completed within timescale to allow the full case to be completed within timescale.
BALANCE OF PAYMENTS Upon receipt of completed claim forms, service must arrange for payment of the balance of pension due to the estate. A letter of confirmation to be sent to the executor. Upon receipt of details of the Personal Representative of the estate, the service should write off any pension overpayment that does not exceed the Fund's discretionary limit. Upon receipt of details of the Personal Representative of the estate, the service should write to recover any pension overpayment that exceeds the Fund's discretionary limit.	10 working days	90%	68	156	188	167	114	53	68%	33	36	18	1	17	1	3	8	
RETIREMENT (COMPLETE) Upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.	15 working days	85%	114	548	564	523	484	43	93%	13	98	46	3	49	0	0	0	SLA% performance has continued to improve this quarter 1 compared to the beginning of quarter 4 - 81% in January improving to 95% in June. The SLA% performance in this quarter is the total for April, May and June combined.
ILL HEALTH RETIREMENT (INITIAL) Upon receipt of all the relevant documents, send an estimate and the claim forms and request the certificates.	15 working days	90%	4	11	10	8	5	3	63%	31	5	2	0	3	0	0	0	
REFUNDS Check the record, calculate the refund due and make payment	20 working days	80%	231	955	934	731	715	16	98%	6	252	54	12	186	35	23	1	
RETIREMENT (INITIAL NOTIFICATION) Calculate pay, membership and retirement benefits and send initial letter and forms to member.	15 working days	80%	209	1010	1050	704	606	98	86%	14	169	36	3	130	19	22	8	SLA% performance has continued to improve this quarter - 77% in April improving to 86% in June.
DEFERRED STATUS Calculate pay, check membership, calculate deferred benefits, update Altair and issue a benefit statement.	2 months	80%	6506	961	612	416	187	218	45%	319	6855	229	45	6581	742	307	3996	In June, the highest number of deferred cases were completed (182 cases) compared to the beginning of Q4 (103 cases). However, the number of open cases has continued to increase, there are 6,855 cases at the end of Q1 (21/22) compared to the end of Q4 (20/21) where there were 5720 cases open.
EMPLOYER ESTIMATE Upon request, provide employer with early retirement estimate.	10 working days	80%	35	88	108	88	73	16	83%	18	15	2	0	13	0	0	0	
LGPS TRANSFER IN (ESTIMATE) Upon receipt of the service statement, check the service details and inform the member of the option to transfer and advise them of the timescales.	20 working days	80%	1391	524	577	378	198	180	52%	136	1338	459	112	767	67	190	534	
NON-LGPS TRANSFER IN (ESTIMATE) Check the transfer quotation and inform the member of the service / pension credit it would purchase, the option to transfer and the relevant timescales.	20 working days	80%	651	49	61	47	36	11	77%	33	639	448	54	137	6	68	463	
LGPS TRANSFER OUT (ESTIMATE) Send deferred benefit statement to the new employer.	20 working days	80%	128	192	178	145	114	31	79%	38	142	57	6	79	5	11	24	
NON-LGPS TRANSFER OUT (ESTIMATE) Upon request send transfer quotation and discharge forms.	20 working days	80%	138	172	167	83	71	12	86%	25	143	68	12	63	11	22	39	
LGPS TRANSFER IN (ACTUAL) Check that the membership and payment received is correct, update Altair and send a service statement to the member.	20 working days	80%	396	299	294	251	105	146	42%	117	401	63	8	330	19	6	0	

NON-LGPS TRANSFER IN (ACTUAL) Check that the payment and the details are correct, update Altair and send a service statement to the member.	20 working days	80%	15	69	48	39	35	4	90%	13	36	4	5	27	0	1	0	
LGPS TRANSFER OUT (ACTUAL) Make payment to the new administering authority after twelve months / upon receipt of membe's election and update Altair.	20 working days	80%	51	132	119	114	95	19	83%	60	64	24	8	32	1	0	6	
NON-LGPS TRANSFER OUT (ACTUAL) Check that all the discharge forms have been completed correctly, check tPA register, make payment and update Altair.	20 working days	80%	24	38	39	19	18	1	95%	24	23	3	4	16	2	1	0	
MEMBER CORRESPONDENCE Respond to member queries (Helpdesk)		70%				11124			92%									