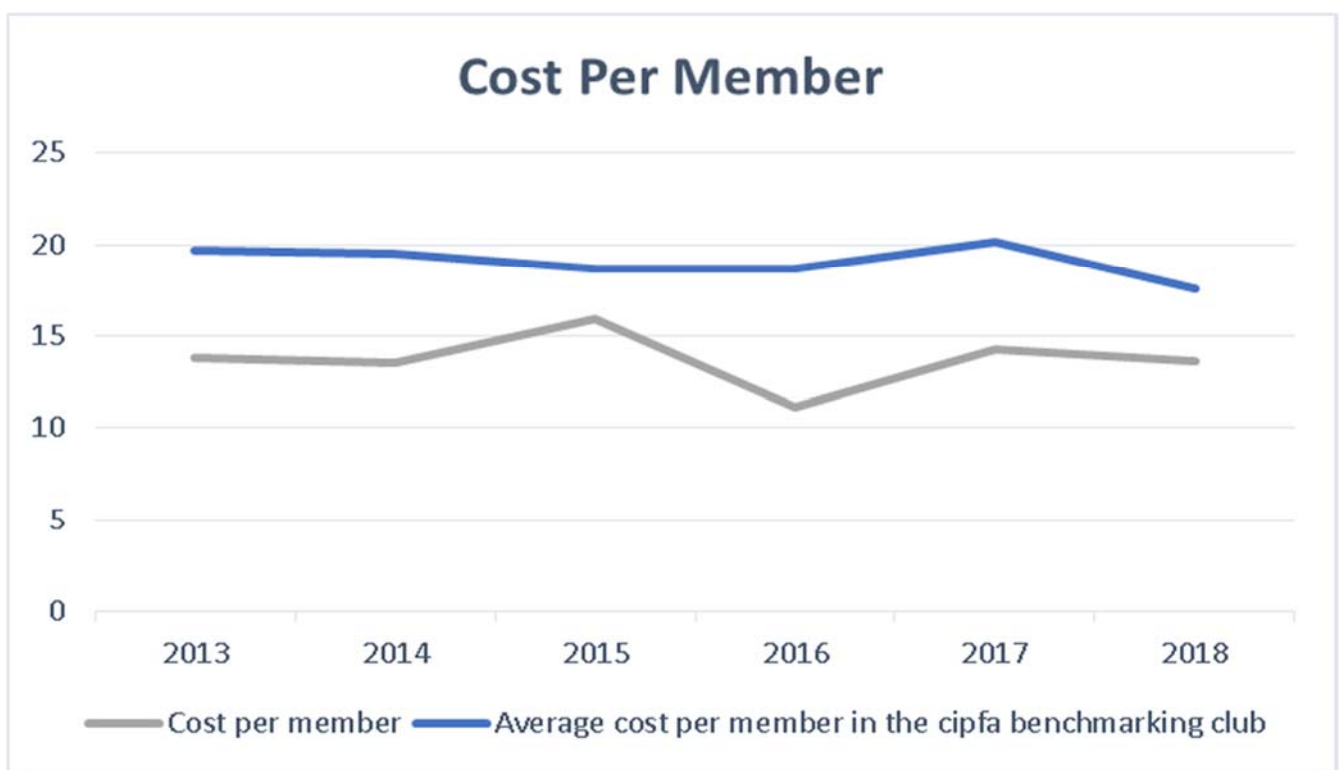


Nottinghamshire Administration Costs compared to the average cost per member within the CIPFA Benchmarking Club						
Process	2013	2014	2015	2016	2017	2018
Total Net Cost (£'000)	£1,549	£1,585	£2,027	£1,475	£1,972	£1,952
Total membership (Nos)	112,443	116,815	127,221	131,923	138,625	143,606
Cost per member	£13.78	£13.57	£15.93	£11.18	£14.23	£13.59
Average cost per member in the cipfa benchmarking club	£19.74	£19.52	£18.73	£18.69	£20.14	£17.59



Appendix 2

4th Quarter 2018/19 01.01.2019 to 31.03.2019 Fund Key Performance Indicators compared to performance of the Cipfa benchmark Key Performance Indicators

Process	Fund KPI	% of cases completed within the fund KPI	No. cases completed	Cipfa Benchmark Legal Requirement (from notification)	% of cases completed within the CIPFA KPI	No. cases completed
Deaths – Initial letter acknowledging death of member	5 days	33.72	86	2 months	97.73	88
Deaths – letter notifying amount of dependants pension	10 days	75.86	87	2 months	88.35	103
Retirements –letter notifying estimate of retirement benefits	15 days	73.68	19	2 months	94.74	19
Retirements – process and pay pension benefits on time (next available payroll) –	30 days	77.55	579	2 months	91.45	468
Deferment Retirement Quote Letter	2 Months	99.26	544	2 Months	99.26	544
Deferment – calculate and notify deferred benefits	2 months	55.87	1636	2 months	55.87	1636
Transfers in/out – letter detailing transfer quote	1 month	78.16	87	2 months	76.64	137
Refund – Process and pay a refund following election	2 months **	96.09	179	2 months	96.09	179
Divorce quote – letter detailing cash equivalent value and other benefits	2 months **	98.61	72	2 months	98.61	72
Divorce Settlement – Letter detailing implementation of pension sharing order	2 months **	14.29	7	2 Months	14.29	7

** Not yet developed a fund KPI for these activities