

## APPENDIX 1

<b>1<sup>st</sup> &amp; 2<sup>nd</sup> Quarters 2019-2020 1.04.2019 to 30.09.2019 Fund Key Performance Indicators compared to performance of the Cipfa benchmark Key Performance Indicators</b>					
Process	No. cases completed In Period	Fund KPI	% of cases completed within the fund KPI	Cipfa Benchmark Legal Requirement (from notification)	% of cases completed within the CIPFA KPI
<b>Deaths</b> – Initial letter acknowledging death of member	178	5 days	28	2 months	89.33
<b>Deaths</b> – letter notifying amount of dependant's pension	238	10 days	78.03	2 months	78.99
<b>Retirements</b> –letter notifying estimate of retirement benefits	60	15 days	86.67	2 months	96.67
<b>Retirements</b> – process and pay pension benefits on time (next available payroll) –	1394	30 days	74.71	2 months	85.51
<b>Deferment Retirement Quote Letter</b>	1143	2 Months	95.01	2 Months	95.01
<b>Deferment</b> – calculate and notify deferred benefits	2646	2 months	56.24	2 months	56.24
<b>Transfers in/out</b> – letter detailing transfer quote	434	2 months	52.30	2 months	52.30.
<b>Refund</b> – Process and pay a refund following election	442	2 months	94.34	2 months	94.34
<b>Divorce quote</b> – letter detailing cash equivalent value and other benefits	162	2 months	95.06	2 months	95.06
<b>Divorce Settlement</b> – Letter detailing implementation of pension sharing order	7	2 months	28.57	2 Months	28.57
Provision of Estimate of Benefits	766	2 months	91.78	2 Months	91.78