










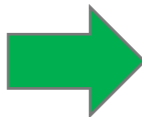
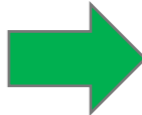
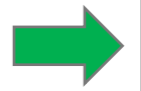











## Westminster City Council - February -May 2018 Results on KPI Reporting

Description	Target time/date as per Partnershi	Target	Quantity Feb 2018	Actual Score Feb 2018	Comments	Quantity March 2018	Actual Score March 2018	Comments	Quantity April 2018	Actual Score April 2018	Comments	Quantity May 2018	Actual Score May 2018	Comments	<u>Trend</u>	People services Comments
<b>Pension Administration</b>																
<b>Death Benefits</b> Notify potential beneficiary of lump sum death grant	5 days	100%	4	100%		0	N/A		0	N/A		11	91%	1 case late	↓	
Write to dependant and provide relevant claim form	5 days	100%	10	100%		2	100%		2	100%		4	75%	1 case late	↓	
Set up any dependants benefits and confirm payments due	14 days	100%	4	100%		0	N/A		0	N/A		1	100%		→	
<b>Retirements</b> Retirement options issued to members	5 days	100%	4	100%		12	100%		5	100%		7	100%		→	
New retirement benefits processed for payment following receipt of all necessary documents	5 days	100%	1	100%		3	100%		10	100%		7	100%		→	
Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation	Next available pay run		1	100%		3	100%		10	100%		7	100%		→	
<b>Refunds of Contributions</b> Refund paid following receipt of claim form	14 days	100%	3	100%		5	100%		6	100%		2	100%		→	
<b>Deferred Benefits</b> Statements sent to member following receipt of leaver notification	30 days	100%	18	100%		21	100%		5	100%		12	100%		→	

<b>Notification to members 2 months before payments due</b>	2 months		17	6 weeks before	Target is 2 months before due date but issued 6 weeks before in February	21	6 weeks before	Target is 2 months before due date but issued 6 weeks before in March	24	5 weeks before	Target is 2 months before due date but issued 5 weeks before in April	49	6 weeks before	Target is 2 months before due date but issued 6 weeks before in May		
<b>Lump Sum ( on receipt of all necessary documentation)</b>	5 days		15	100%		12	100%		14	100%		29	100%			
<b>Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation</b>	Next available pay run		15	100%		12	100%		14	100%		29	100%			
<b>New Joiners</b> New starters processed	30 days	<b>100%</b>	18	100%		6	100%		7	100%		0	N/A			
<b>Transfers In</b> Non LGPS transfers-in quotations	30 days	<b>100%</b>	2	100%		1	100%		1	100%		1	100%			
Non LGPS transfers-in payments processed	30 days	<b>100%</b>	0	0		0	N/A		0	N/A		0	N/A			
<b>Transfers Out</b> Non LGPS transfers-out quotations processed	30 days	<b>100%</b>	7	100%		9	100%		5	100%		9	100%			
Non LGPS transfers out payments processed	30 days	<b>100%</b>	2	100%		3	100%		0	N/A		1	100%			
Interfunds In - Quotations	30 days	<b>100%</b>	1	100%		0	N/A		3	100%		1	100%			
Interfunds In - Actuals	30 days	<b>100%</b>	0	0		0	N/A		0	N/A		0	N/A			
Interfunds Out - Quotations	30 days	<b>100%</b>	10	100%		12	100%		7	100%		5	100%			
Interfunds Out - Actuals	30 days	<b>100%</b>	6	100%		6	100%		7	100%		5	100%			
<b>Estimates</b>																
<b>1-10 cases</b>	5 Days		7	100%		14	100%		1	100%		2	100%			

11-50 cases	Agreed with WCC			N/A			N/A			N/A			N/A		
51 cases or over	Agreed with WCC			N/A			N/A			N/A			N/A		NA
<b>Material Changes</b>															
<b>Any changes to data which materially affect actual or potential benefits to be processed within 30 days of receiving all necessary data</b>	30 days		83	100%		18	100%		34	100%		62	100%		
<b>Buying Additional Pensions</b>															
Members notified of terms of purchasing additional pension	15 days			N/A			N/A			N/A			N/A		N/A
<b>Monthly Pensioner Payroll</b>															
Full reconciliation of payroll and ledger report provided to WCC	Last day of month			100%			100%			100%			100%		
Issue of monthly payslips	3 days before pay day			100%			100%			100%			100%		
RTI file submitted to HMRC	3 days before pay day			100%			100%			100%			100%		
BACS File submitted for payment	3 days before pay day			100%			100%			100%			100%		
<b>P35</b>	EOY			31-Mar-17			31-Mar-17			31-Mar-18			31-Mar-18		
<b>Annual Exercises</b>															
<b>Annual Benefit Statements</b> Issued to Active members	31 August each year			Annual			Annual			Annual			Annual		N/A
<b>Annual Benefit Statements</b> Issued to Deferred members	31 August each year			Annual			Annual			Annual			Annual		N/A

<b>P60s Issued to Pensioners</b> Non LGPS transfers- in quotations processed within 20 days	31 May each year			100%	Issued April 2017			100%	Issued April 2017			100%	Issued April 2018			100%	Issued April 2018		All end of year pension payroll tasks completed on time in 2018.
<b>Apply Pensions Increase to Pensioners</b>	April each year			100%				100%				100%	Applied April 2018				100%		
<b>Pensioners Newsletter</b>	April each year			100%				100%	sent out newsletter in March 2018			100%					100%		
<b>Customer Service</b>					Issued April 2017				Issued April 2017				Issued March 2018				Issued March 2018		
<b>Correspondence</b>																			
Acknowledgement if more than 5 days	2 days																		
Response	10 days		26	100%		6	100%		8	100%		15	100%						
3rd party enquires	10 days		1	1 case	3 days late	7	N/A	100%	1	N/A	100%	2	N/A	100%					
<b>Helpdesk Enquiries</b>																			
<b>Volumes of Enquiries Handled By Helpdesk</b>	Number of Enquiries Handled		399	-	89% FPF rate	399	-	92% FPF rate	386	-	95% FPF rate	393	-	95% FPF Rate					
<b>Customer Surveys</b>																			
<b>Monthly survey to retirees</b>	Percentage Satisfied with Service			N/A	Due to be sent after Q4		N/A	Surveys to be issued end of April 18		N/A	Surveys issued April 2018		N/A	Surveys issued April 2018 - to be analysed 1 July 2018				N/A	