
















Westminster County Council - February 2020 to April 2020 Annual Results on KPI Reporting

Description	Target time/date as per Partnership Agreement	Target	Actual Score for Quarter	Quantity February 2020	Actual Score February 2019	Comments	Quantity March 2020	Actual Score March 2020	Comments	Quantity April 2020	Actual Score April 2020	Comments	Trend	People services Comments
Pension Administration														
Death Benefits Notify potential beneficiary of lump sum death grant	5 days	100%	%	2	100%	X	2	100%	X	5	100%	x		Death Cases have been identified as a priority by the fund in the COVID Pandemic. Numbers have increased in April and we expect that to continue in the next few months. We are pleased that these cases have been actioned within KPI.
Write to dependant and provide relevant claim form	5 days	100%	%	1	100%	X	2	100%	X	1	100%	x		We are pleased that everything remains within KPI. We expect higher numbers to be processed in the next few months.
Set up any dependants benefits and confirm payments due	14 days	100%	%	9	100%	X	1	100%	X	5	100%	x		We are pleased that everything remains within KPI. We expect higher numbers to be processed in the next few months.

Retirements Retirement options issued to members	5 days	100%	%	6	100%	X	7	100%	X	11	90%	1 case failed, by 4 days		Retirements are a priority during the COVID pandemic we are disappointed that we had a late in April by a few days even though this represents an improvement on the prior reporting period. We should note the increased numbers of cases that the team dealt with in April whilst they were embedding working at home.
New retirement benefits processed for payment following receipt of all necessary documents	5 days	100%	%	14	100%	X	14	100%		16	94%	1 case failed, by 6 days		Again we are dissatisfied that 1 case was processed late in April but there were significant numbers processed on time.
Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation	Next available pay run	100%	%	14	100%	X	14	100%		16	100%	x		
Refunds of Contributions Refund paid following receipt of claim form	14 days	100%	%	21	100%	X	9	100%		3	100%	x		Refunds is another identified priority in the COVID Pandemic. We are pleased that this KPI remains 100%.
Deferred Benefits Statements sent to member following receipt of leaver notification	30 days	100%	%	104	100%	X	16	100%	OF WHICH 4 WERE BACKLOG CASES	48	100%	x		

Notification to members 2 months before payments due	2 months		%	19	100%	X	45	100%		15	100%	x		The robot development previously referred to has been working and reducing pressure on the team with someone just having to check the Robot letters and pick up a few where adjustment is needed. This is instead of all letters being produced by a team member and then being checked.
Lump Sum (on receipt of all necessary documentation)	5 days		%	25	96%	1 case failed, by 1 day	22	87%	3 CASES FAILED, BY AN AVERAGE OF 2 DAYS	15	93%	1 case failed, by 3 days		Payment of lump sums is a key priority during COVID. We are dissatisfied that a small number of cases were late in February, March and April. The delays appear minimal in length and the team were adapting to working at home from March.
Pension Payment, member to paid on the next available pension payroll following receipt of all necessary documentation	Next available pay run		%	25	96%	1 case failed, by 1 day	22	100%		15	100%	x		We note the 1 late case in February 20.
New Joiners New starters processed	30 days	100%	%	71	100%		45	100%	6 MANUALLY SET UP	51	100%	46 Via the interface		We are expecting new starters to reduce in May and June following a slow down in recruitment in April and May.

Any changes to data which materially affect actual or potential benefits to be processed within 30 days of receiving all necessary data	30 days		%		100%		144	98%		100	100%	x		We have noted that a couple of cases were processed late but this against hundreds being actioned.
Buying Additional Pensions														
Members notified of terms of purchasing additional pension	15 days		%	2	100%	x	1	N/A		2	100%	x		
Monthly Pensioner Payroll														
Full reconciliation of payroll and ledger report provided to WCC	Last day of month				100%			100%			100%			All 100%
Issue of monthly payslips	3 days before pay day				100%			100%			100%			All 100%
RTI file submitted to HMRC	3 days before pay day				100%			100%			100%			All 100%
BACS File submitted for payment	3 days before pay day				100%			100%			100%			All 100%
P35	EOY				31-Mar-19			31-Mar-19			31-Mar-20			
Annual Exercises			Date Achieved											
Annual Benefit Statements Issued to Active members	31 August each year				Annual			Annual			Annual			

