

# **Croydon Pensions Administration Team**

## Key Performance Indicator Report









Pension Board

October 2024



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## Reference Key Table

Direction of travel reference table	
	100% achieved against target performance improved
	100% achieved on target and performance static
	>90% achieved against target and performance improved
	>90% achieved against target and performance static
	>90% achieved against target and performance declined
	<90% achieved against target and performance improved
	<90% achieved against target and performance static
	<90% achieved against target and performance declined




## Legal Deadlines





Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Direction of Travel	Comments
		June 2024		July 2024		August 2024			
<b>Send a notification of joining the LGPS to a scheme member</b>	Two months from the date of joining the scheme or earlier if within one month of receiving jobholder information where the individual is being automatically enrolled/re-enrolled	69	100%	122	100%	146	100%		Increased number of starters due to end of year processes.
<b>Inform a scheme member of their calculated benefits (refund or deferred)</b>	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	82	81.71%	62	80.65%	60	81.67%		Leaver calculations continue to be below legal and Croydon KPIs.

Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Direction of Travel	Comments
		June 2024		July 2024		August 2024			
<b>To process and pay a refund</b>	Two months from the date of request	21	100%	21	100%	9	100%	➡	
<b>Obtain transfer details for transfer in, calculate and provide quotation to member</b>	Two months from the date of request	2	100%	2	100%	4	100%	➡	
<b>Notify the amount of retirement benefits</b>	One month from the date of retirement if on or after normal pension age or two months from the date of retirement if after normal pension age	48	100%	52	100%	43	100%	➡	
<b>Provide a retirement quotation on request</b>	As soon as practicable but no more than two months from the date of request unless there has already been a request in the last 12 months	63	100%	72	100%	68	100%	➡	

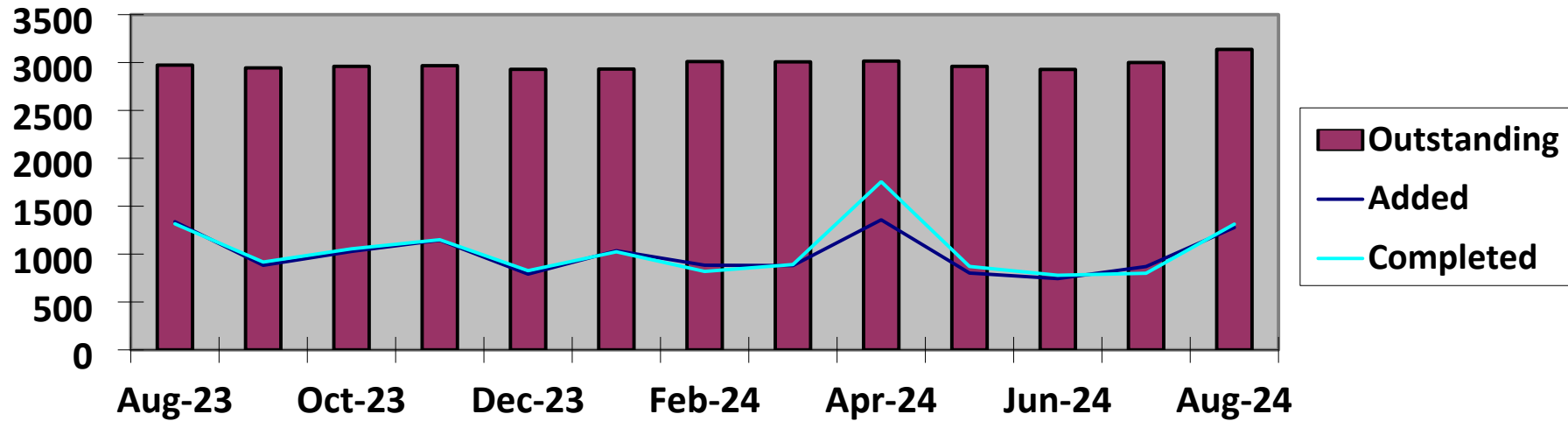
Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Total Number Completed	% Achieved in legal deadline	Direction of Travel	Comments
		June 2024		July 2024		August 2024			
<b>Calculate and notify (dependent(s) of amount of death benefits</b>	As soon as possible but in any event no more than two months from date of becoming aware of death or from date of request from a third party (e.g., personal representative)	36	100%	24	100%	28	100%		
<b>Provide all active and deferred members with annual benefit statements each year</b>	By 31 <sup>st</sup> August					Active 9395	100%		ABSs published to member self-service on the 23 August 2024 for deferred members and the 27 August 2024 for active members.
						Deferred 10793	92.64%		Increase in the number of deferred ABSs issued compared to previous year. Maintained 100% for active ABSs
						Total 20188	95.92%		2023 ABSs issued Active 100% DBs 90.33% Total 94.61%

## Team Performance Targets

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process	Total Number Completed	% Achieved against target	Average days to process	Total Number Completed	% Achieved against target	Average days to process	Direction of Travel	Comments
		June 2024			July 2024			August 2024				
<b>Send a notification of joining the LGPS to a scheme member</b>	30 days from date of notification of joining member	69	98.55%	1	122	100%	0	146	100%	1		
<b>Inform a scheme member of their calculated benefits (refund or deferred)</b>	40 working days from date of notification (from employer or scheme member)	82	79.27%	44	62	79.03%	2	60	76.67%	82		Leaver calculations continue to be below legal and Croydon KPIs.
<b>To process and pay a refund</b>	40 working days from the date of request	21	100%	1	21	100%	2	9	100%	3		

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process	Total Number Completed	% Achieved against target	Average days to process	Total Number Completed	% Achieved against target	Average days to process	Direction of Travel	Comments
		June 2024			July 2024			August 2024				
<b>Obtain transfer details for transfer in, calculate and provide quotation to member</b>	40 working days from the date of request	2	100%	2	2	100%	5	4	50%	7		2 cases missed target in August 2024. In both cases there was a delay in sending the paperwork to the member once the calculation had been checked. Have requested an explanation from the team member involved.
<b>Notify the amount of retirement benefits</b>	20 working days from date of retirement	48	100%	1	52	100%	1	43	100%	1		
<b>Provide a retirement quotation on request</b>	15 working days from date of request	63	100%	2	72	98.61%	3	68	100%	2		
<b>Calculate and notify (dependent(s) of amount of death benefits</b>	20 working days from receipt of all information	36	100%	2	24	95.83%	19	28	100%	2		

## Case levels



## Member self-service

		Increase from previous Q
Total Scheme members registered	6945 (26.38%)	↑
Number scheme members who accessed annual benefit statement in Q1 2024/25	952	↑
Breakdown by member status		
• Actives	32.27%	↑
• Deferred	23.58%	↑
• Pensioners & Dependents	23.56%	↑