

Croydon LGPS Pensions Administration Team Performance Report

October 2019

Delivering for Croydon

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Legal Deadlines

Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline
		October 2019	
Send a notification of joining the LGPS to a scheme member	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	432	93.75%
Inform a scheme member of their calculated benefits (refund or deferred) – backlog cases	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	72	27.78%
Inform a scheme member of their calculated benefits (refund or deferred) – new cases	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	24	100%
Notify the amount of retirement benefits	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	63	100%
Provide a retirement quotation on request	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	79	97.47%

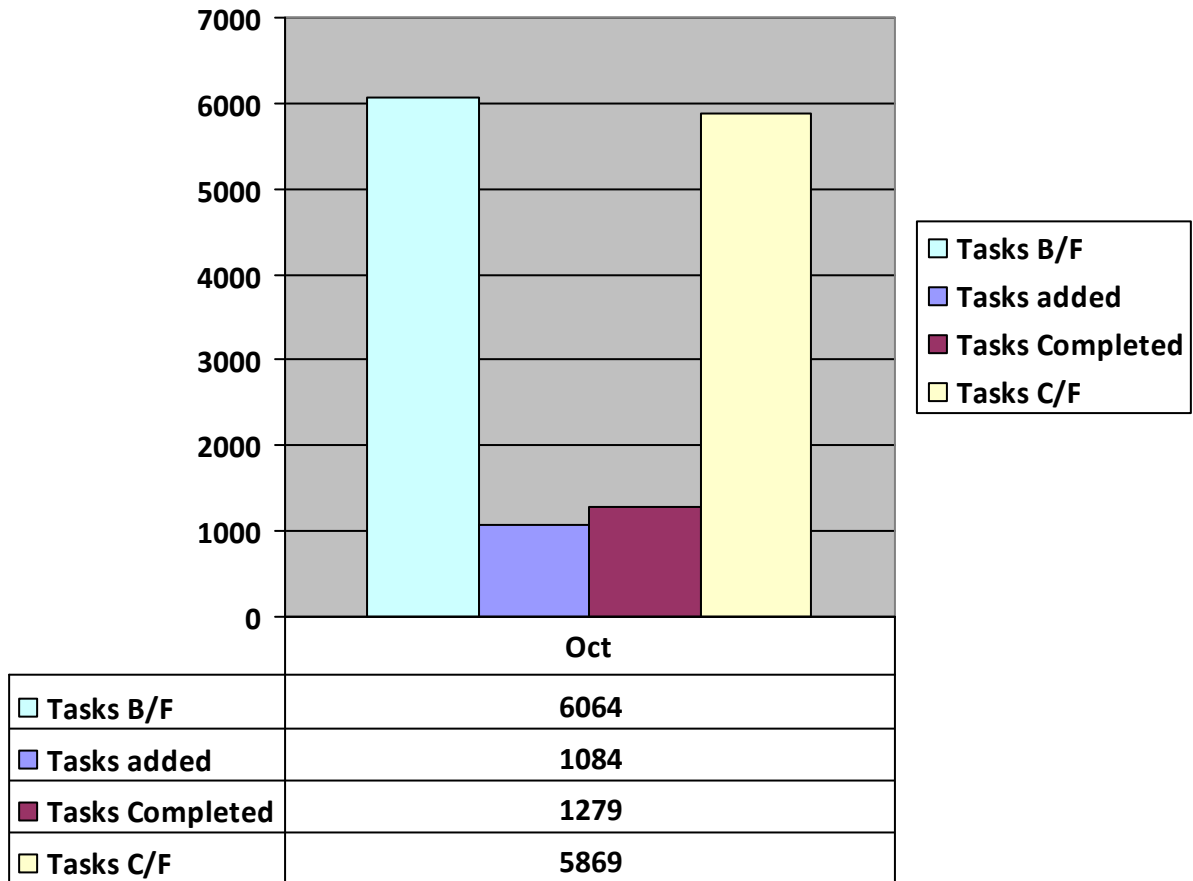
Process	Legal Requirement	Total Number Completed	% Achieved in legal deadline
		October 2019	
Calculate and notify (dependent(s) of amount of death benefits	As soon as possible but in any event no more than two months from date of becoming aware of death or from date of request from a third party (e.g. personal representative)	21	100%
Provide all active and deferred members with annual benefit statements each year	By 31 st August	16,167	99%

Team Performance Targets

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process
		October 2019		
Send a notification of joining the LGPS to a scheme member	30 days from date of notification of joining member	432	93.52%	10
Inform a scheme member of their calculated benefits (refund or deferred) – backlog cases	40 working days from date of notification (from employer or scheme member)	72	23.61%	432
Inform a scheme member of their calculated benefits (refund or deferred) – new cases	40 working days from date of notification (from employer or scheme member)	24	100%	4

Process	Team Target	Total Number Completed	% Achieved against target	Average days to process
		October 2019		
Notify the amount of retirement benefits	20 working days from date of retirement	63	100%	1
Provide a retirement quotation on request	15 working days from date of request	79	88.61%	8
Calculate and notify (dependent(s) of amount of death benefits	20 working days from receipt of all information	21	100%	3

Case levels



Outstanding Cases by Type

