



Teesside Pension Fund

Service Delivery Report

2020/21

Teesside Pensions Fund

Headlines

2020 LGPS Scheme Annual Report

On 18 May 2021, Councillor Roger Phillips, the SAB Chair, launched the 2020 LGPS England and Wales Scheme Annual Report. Highlights from the report include:

Total membership up by 4.2% to 6.1 million members compared with 2019.

Total assets decreased by 4.9% to £276 billion. These assets were invested in:

- 68% pooled investment vehicles
- 14% public equities
- 6% bonds
- 3% direct property
- 9% other asset classes.

The Local Authority return on investment over 2019/20 was -4.8%. This was reflective of the market conditions during the year and set against the UK return of -28.3%.

The Scheme maintained a positive cash-flow position overall, including investment income.

Over 1.8 million pensioners paid in the year.

LGPS liabilities estimated at £291 billion on 31 March 2019. This indicates an overall funding level of 98%. The next triennial valuation of the LGPS will be as at 31 March 2022.

Written Ministerial Statement on McCloud

On 13 May 2021, Luke Hall, Minister for Regional Growth and Local Government, made a Written Ministerial Statement on McCloud and the LGPS. The statement confirms the key changes that the Government will make to the LGPS regulations to remove the unlawful age discrimination. The statement confirms that:

- The age requirement for underpin protection will be removed
- A member will not need to leave with an immediate entitlement to benefits to qualify for underpin protection • the remedy period will end on 31 March 2022
- The underpin calculation will be based on final pay at the underpin date, even when this is after 31 March 2022

- There will be two stages to the underpin calculation:
 - ♣ the first on the underpin date – the date of leaving or on the normal pension age in the 2008 Scheme, if earlier
 - ♣ the second when the benefits are paid • the regulations will be retrospective to 1 April 2014.

We expect MHCLG to issue a full response to the consultation and to publish draft regulations later this year.

DWP -Consultation on pension scams

On 14 May 2021, the DWP launched a consultation on pension scams: empowering trustees and protecting members. The consultation proposes new requirements on trustees and scheme managers before a pension transfer can be completed. The consultation document can be found at <https://www.lgpsregs.org/landscape/consultations.php>

The Queen's Speech

The Government's legislative programme was laid out in the Queen's Speech delivered on 11 May 2021.

The Government announced:

- A Public Service Pensions and Judicial Offices Bill that will introduce amendments to incorporate the McCloud judgment into public service pension schemes including the LGPS, and
- A Boycotts, Divestment and Sanctions Bill which aims to stop public bodies imposing their own views about international relations by preventing boycott, divestments or sanctions against foreign countries.

Direction on GMP indexation

The Government has decided to discount conversion as a long-term policy solution and make the interim solution the permanent solution for indexing guaranteed minimum pensions (GMPs) in public service pension schemes. HMT has updated their direction under section 59A of the Social Security Pensions Act 1975, implementing the decision. The updated direction commenced on 6 April 2021 and applies in England, Scotland and Wales.

Prudential

Prudential has announced that they will be updating their brand with a fresh new look and feel (including a new logo). This will include updating their websites, social media, brochures, letters and emails. Prudential has said that the brand update will have no impact on either their contact details or login details to their online services.

Covid-19

XPS update

Following easing of lockdown restrictions, we have seen an increase in staff returning to the office. XPS have released a new working model called "My XPS, My Choice" which will trial from August 2021 whereby staff can decide if they want to be office based, home based, or work flexibly between the two. Due to the requirements of the Teesside Pension Fund contract, there will always be a member of the Local Government team in the office to take queries from walk in members.

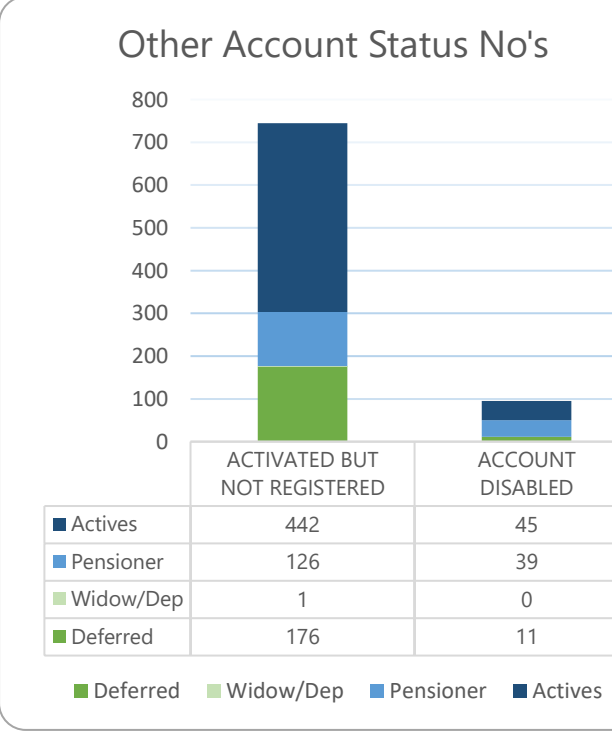
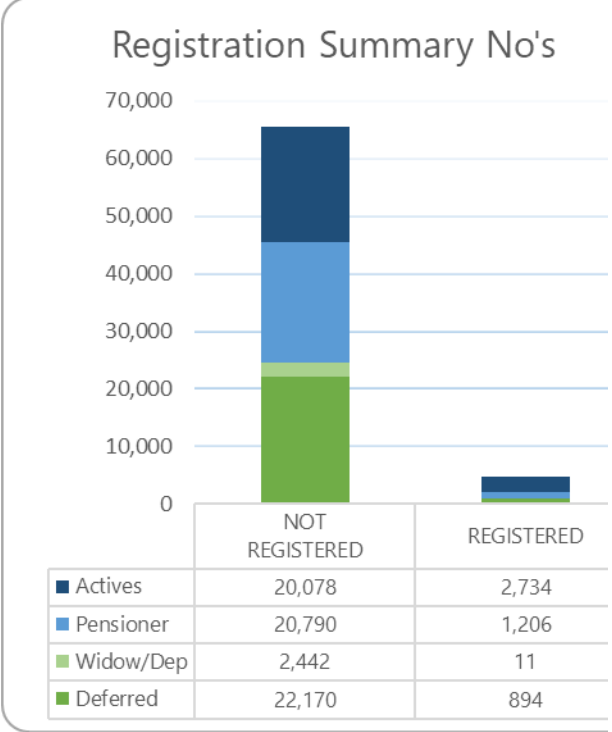
Membership Movement

| | Actives | | Deferred | | Pensioner | | Widow/Dependent | |
|------------|---------|---|----------|---|-----------|---|-----------------|---|
| Q4 2020/21 | 23,332 | ▲ | 25,703 | ▼ | 22,100 | ▲ | 3,191 | ▲ |
| Q3 2020/21 | 23,199 | ▲ | 25,713 | ▼ | 21,971 | ▲ | 3,182 | ▲ |
| Q2 2020/21 | 23,018 | ▼ | 25,936 | ▼ | 21,763 | ▲ | 3,134 | ▲ |
| Q1 2020/21 | 23,243 | ▲ | 25,958 | ▲ | 21,538 | ▲ | 3,101 | ▼ |
| Q4 2019/20 | 22,997 | ▼ | 25,799 | ▼ | 21,521 | ▲ | 3,114 | ▲ |
| Q3 2019/20 | 23,123 | ▲ | 25,948 | ▼ | 21,355 | ▲ | 3,093 | ▲ |

Member Self Service

Below is an overview on the activity and registration of the Member Self Service System:

| | NOT REGISTERED | REGISTERED | ACTIVATED BUT NOT REGISTERED | ACCOUNT DISABLED | TOTAL | % Uptake |
|--------------|----------------|--------------|------------------------------|------------------|---------------|--------------|
| Actives | 20,078 | 2,734 | 442 | 45 | 23,299 | 11.9% |
| Deferred | 22,170 | 894 | 176 | 11 | 23,251 | 3.9% |
| Pensioner | 20,790 | 1,206 | 126 | 39 | 22,161 | 5.6% |
| Widow/Dep | 2,442 | 11 | 1 | 0 | 2,454 | 0.4% |
| Total | 65,480 | 4,845 | 745 | 95 | 71,165 | 6.9% |



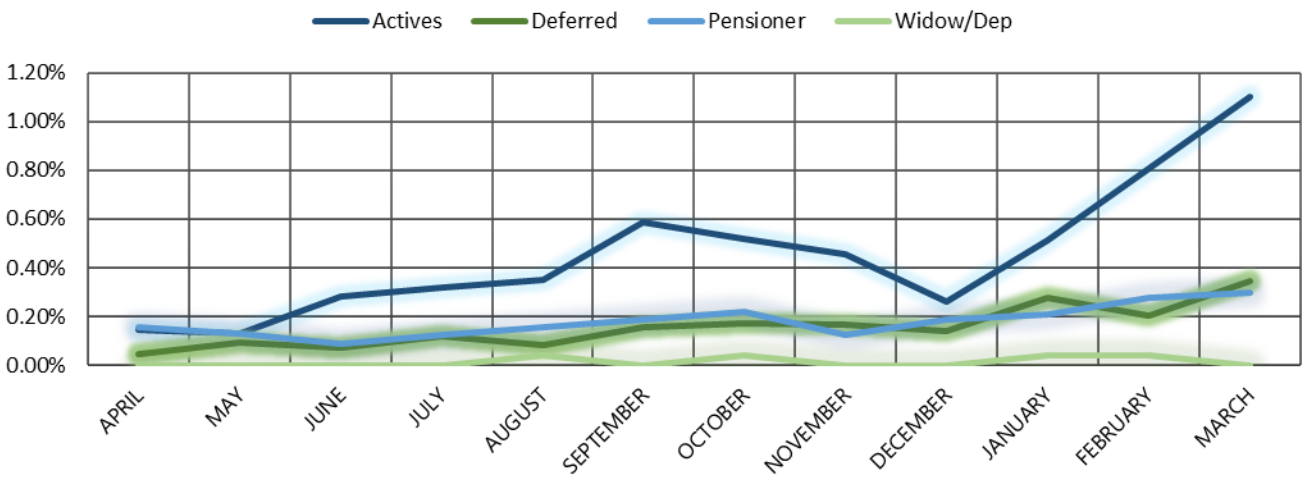
| | | APRIL | | MAY | | JUNE | |
|-----------|-----------|-----------|-------|-----------|-------|------------|-------|
| QUARTER 1 | Actives | 34 | 0.15% | 30 | 0.13% | 66 | 0.28% |
| | Deferred | 10 | 0.04% | 22 | 0.09% | 17 | 0.07% |
| | Pensioner | 34 | 0.15% | 29 | 0.13% | 19 | 0.09% |
| | Widow/Dep | - | - | - | - | - | - |
| | Total | 78 | | 81 | | 102 | |

| | | JULY | | AUGUST | | SEPTEMBER | |
|-----------|-----------|------------|-------|------------|-------|------------|-------|
| QUARTER 2 | Actives | 74 | 0.32% | 82 | 0.35% | 137 | 0.59% |
| | Deferred | 27 | 0.12% | 19 | 0.08% | 36 | 0.15% |
| | Pensioner | 27 | 0.12% | 35 | 0.16% | 42 | 0.19% |
| | Widow/Dep | - | - | 1 | 0.04% | - | - |
| | Total | 128 | | 137 | | 215 | |

| | | OCTOBER | | NOVEMBER | | DECEMBER | |
|-----------|-----------|------------|-------|------------|-------|------------|-------|
| QUARTER 3 | Actives | 121 | 0.52% | 106 | 0.45% | 61 | 0.26% |
| | Deferred | 40 | 0.17% | 38 | 0.16% | 33 | 0.14% |
| | Pensioner | 48 | 0.22% | 28 | 0.13% | 41 | 0.19% |
| | Widow/Dep | 1 | 0.04% | - | - | - | - |
| | Total | 210 | | 172 | | 135 | |

| | | JANUARY | | FEBRUARY | | MARCH | |
|-----------|-----------|------------|-------|------------|-------|------------|-------|
| QUARTER 4 | Actives | 119 | 0.51% | 188 | 0.81% | 257 | 1.10% |
| | Deferred | 64 | 0.28% | 47 | 0.20% | 80 | 0.34% |
| | Pensioner | 46 | 0.21% | 61 | 0.28% | 66 | 0.30% |
| | Widow/Dep | 1 | 0.04% | 1 | 0.04% | - | - |
| | Total | 230 | | 297 | | 403 | |

Percentage of Registered Users Accessing Member Self Service Each Month of the Year Ending 31st March 2021



Additional Work

Guaranteed Minimum Pension reconciliation exercise

Work continues on this project, with expectation being Stage 2 will be complete by end of May.

We will then move on to Rectification Stage 1 which will highlight those cases that need recalculating.

Complaints

| Type of complaint | Date received | Date responded |
|-------------------|---------------|----------------|
| | | |

Internal Dispute Resolution Process

For the 3 months to 31st March 2021 there are two known IDRP cases:

- Relates to a misquote of benefits for a member with multiple employments – Stage One appeal with the Scheme Employer.
- Relates to a 2nd stage appeal which has been partially upheld. The correct benefits are being paid, however, a suggestion has been made to offer compensation. The Scheme Member appears unhappy with this and will approach the pensions ombudsman.

Pensions Ombudsman

For the 3 months to 31st March 2021 there are no known cases passed for consideration to, nor a ruling by, the Pensions Ombudsman. We are expecting a ruling shortly on an ongoing case which relates to the backdating of ill health benefits.

High Court Ruling

For the 3 months to 31st March 2021 there are no known cases.

Common Data

| Data Item | Teesside Pension Fund | | | | 107 dependents | |
|------------------------------------|-----------------------|--------------|---------------|---------------|----------------|--|
| | Max Population | Total Fails | % OK | Prev % | | |
| NINo | 74,742 | 140 | 99.81% | 99.80% | 107 dependents | |
| Surname | 74,742 | 0 | 100.00% | 100.00% | | |
| Forename / Inits | 74,742 | 0 | 100.00% | 100.00% | | |
| Sex | 74,742 | 0 | 100.00% | 100.00% | | |
| Title | 74,742 | 52 | 99.93% | 99.96% | | |
| DoB Present | 74,742 | 0 | 100.00% | 100.00% | | |
| Dob Consistent | 74,742 | 0 | 100.00% | 100.00% | | |
| DJS | 74,742 | 0 | 100.00% | 100.00% | | |
| Status | 74,742 | 0 | 100.00% | 100.00% | | |
| Last Status Event | 74,742 | 652 | 99.13% | 99.27% | | |
| Status Date | 74,742 | 1,349 | 98.20% | 98.62% | | |
| No Address | 74,742 | 349 | 99.53% | 99.53% | | |
| No Postcode | 74,742 | 467 | 99.38% | 99.37% | | |
| Address (All) | 74,742 | 4,104 | 94.51% | 94.61% | | |
| Postcode (All) | 74,742 | 4,115 | 94.49% | 94.61% | | |
| Common Data Score | 74,742 | 2,597 | 96.53% | 97.07% | | |
| Members with Multiple Fails | 74,742 | 396 | 99.47% | 99.50% | | |

Conditional Data

XPS Administration, Middlesbrough are working on a method to report Conditional Data. Discussions are ongoing with Aquila Heywood on a cost for this reporting function along with investigation on whether this can be achieved internally. This follows the issuance by SAB of 22 data fields that should be reported on.

An overview of the Conditional (Scheme Specific) Data for the Teesside Pension Fund:

| Scheme | Member Total | Errors from tests carried out | %age accuracy based on tests carried out |
|---------------|---------------------|--------------------------------------|---|
| TPF (inc GMP) | 68,296 | 9,151 | 86.60 |
| TPF (exc GMP) | 68,296 | 1,197 | 98.25 |

These scores come from the following tests. Only those tests shown in yellow have been reported on; the other reports will be developed and added to results in future reports.

| Report | Report Description | Test 1 | Test 2 | Test 3 | Member Totals | Errors | % |
|---------------|---|---|---|--|----------------------|---------------|----------|
| 1.1.1 | Divorce Details | | | | | | |
| 1.1.2 | Transfers in | Date the transfer in was received is present on record | Ensure the transfer value on record isn't blank | N/A | 45,183 | 65 | 99.86 |
| 1.1.3 | Additional Voluntary Contribution (AVC) Details and other additional benefits | | | | | | |
| 1.1.4 | Total Original Deferred Benefit | | | | | | |
| 1.1.5 | Tranches of Original Deferred Benefit | | | | | | |
| 1.1.6 | Total Gross Pension | | | | | | |
| 1.1.7 | Tranches of Pension | | | | | | |
| 1.1.8 | Total Gross Dependant Pension | | | | | | |
| 1.1.9 | Tranches of Dependant Pension | | | | | | |
| 1.2.1 | Date of Leaving | Date of Leaving Blank | Date joined blank or <01/01/1900 | Date joined later than Date of Leaving | 4,164 | 43 | 98.97 |
| 1.2.2 | Date Joined scheme | Check all Key Dates are present and later than 01/01/1900 | N/A | N/A | 68,296 | 11 | 99.98 |
| 1.2.3 | Employer Details | Employer Code present | N/A | N/A | | | |

| | | | | | | | |
|--------------|---|----------------------------------|-----|-----|--------|-------|-------|
| 1.2.4 | Salary | Pay not within 12 months | N/A | N/A | 46,338 | 1,078 | 97.67 |
| 1.3.1 | CARE Data | CARE Missing on relevant records | N/A | N/A | | | |
| 1.3.2 | CARE Revaluation | | | | | | |
| 1.4.1 | Benefit Crystallisation Event (BCE) 2 and 6 | | | | | | |
| 1.4.2 | Lifetime allowance | | | | | | |
| 1.4.3 | Annual allowance | | | | | | |
| 1.5.1 | Date Contracted Out | Date Contracted Out missing | | | | | |
| 1.5.1 | NI contributions and earnings history | | | | | | |
| 1.5.2 | Pre-88 GMP | | | | 24,400 | 7,954 | 67.40 |
| 1.5.3 | Post-88 GMP | | | | | | |

Customer Service

Since December 2016, XPS Administration, Middlesbrough have included a customer satisfaction survey with the retirement options documentation.

A summary of the main points are as follows:

| | | |
|--------|----------|-------|
| Issued | Returned | % |
| 15,867 | 3,055 | 19.25 |

| Question | Previous Response* | Current Response* |
|--|--------------------|-------------------|
| 1. It was easy to see what benefits were available to me | 4.26 | 4.27 |
| 2. The information provided was clear and easy to understand | 4.19 | 4.19 |
| 3. Overall, the Pensions Unit provides a good service | 4.29 | 4.29 |
| 4. The retirement process is straight forward | 4.03 | 4.03 |
| 5. My query was answered promptly | 4.45 | 4.45 |
| 6. The response I received was easy to understand | 4.43 | 4.44 |
| 7. Do you feel you know enough about your employers retirement process | 76.46% | 76.51% |
| 8. Please provide any reasons for your scores (from 18/05/17) | | |
| 9. What one thing could improve our service | | |
| 10. Did you know about the www.teespen.org.uk website? (from 18/05/17) | 47.27% | 47.53% |
| 11. Did you use the website to research the retirement process? (from 18/05/17) | 27.24% | 27.40% |
| 12. Have you heard of Member Self Service (MSS)? (from 18/05/17) | 23.75% | 23.80% |

*scoring is out 5, with 5 being strongly agree and 1 being strongly disagree

Service Development

Following the agreement of the Pensions Committee to fund enhancements to the Pensions Administration Services at their meeting of 7th March 2018, XPS Administration, Middlesbrough has looked to recruit into the roles required to provide this enhanced service.

Additional funds were only drawn down when roles were filled to undertake the additional services. This has so far led to:

Initial Planning

To help with the creation of the teams that will assist with the additional services two new posts were created to covering Governance & Communications plus Systems & Payroll. These were filled by Paul Mudd and Neale Watson respectively on 11th July 2018. Their roles were then to look at how XPS could then provide the agreed services to the Fund.

Employer Liaison

On 1st May 2019, the Employer Liaison team leader was appointed. Quickly followed by an assistant on 24th June 2019.

Since appointment, they have undertaken numerous tasks including Employer training, late contribution monitoring, and data cleansing. They have recently started Employer Health checks, which are now undertaken virtually due to the Covid restrictions.

The team are also working with the actuary to provide relevant and timely information.

Next steps will be to work with the Fund to determine how to undertake employer covenant and introducing the monthly contribution process across all employers.

Communications

The new website was launched to Scheme Members and Employers on the 5th May 2021 and feedback received from both cohorts has been very positive. We are conducting a full feedback review of the site and will share this with the Board.

Underpinning the website is a raft of analytical data which serves to tell us limited information about the audience. This allows us to target news and important items to pages we now know people are viewing and searching for.

Below is an infographic showing a number of measures for the month 5th May 2021 to 4th June 2021:



We can learn a lot from this data and we will of course be trying to increase footfall to the site by strategically linking the site with participating employers.

As well as these above analytics, we are testing the website regularly to prove its structural and technical integrity. This ensures that people see exactly what we want them to see, regardless of

what browser or device they use. We are able to test these levels and do so several times per week to ensure the web coding is robust and modern. It all helps with the overall Member and Employer experience and allows web indexation to be that much better. This promotes the website in something like a google search.

Next Steps

XPS are currently reviewing processes to enable a move to monthly contribution postings which should lead to greater efficiencies, and more up to date information on member records. It is expected that this will occur during the 2021/22 financial year. Since March 2018, the plan has changed from the recruitment of two additional members of staff to use a piece of software that will provide an auditable process that will allow employers to upload member data directly to records. This will help ensure starters, leavers and variations are provided in a timely manner and current data is held to speed up the calculation process.

The next steps will include the procurement of the additional software and the recruitment of at least one further member of staff to assist with the processing of the data.

Performance

Following discussions with both the Pension Board and Committee, XPS Administration are investigating a way to report the time between a member being entitled to a benefit and it being finalized (e.g. time between date of leaving and deferred benefit statement being issued or pension being brought into payment).

XPS Administration are therefore investigating whether sufficient reporting tools already exist within the pension administration system or whether bespoke reports are required to be developed (either internally or via the administration software providers).

The Pension Committee will be kept updated on the progress to provide this information.

Employer Liaison

Employers & Members

Employer Health Checks have continued as well as some face to face employer training which has been extremely well received and a lovely easing back into a normal way of life. With restrictions easing we are keen to get back out and about and already the enquiries on delivering member awareness sessions and employer training have increased, I believe this is due to the pandemic and members reassessing options in relation to their pension and retirement.

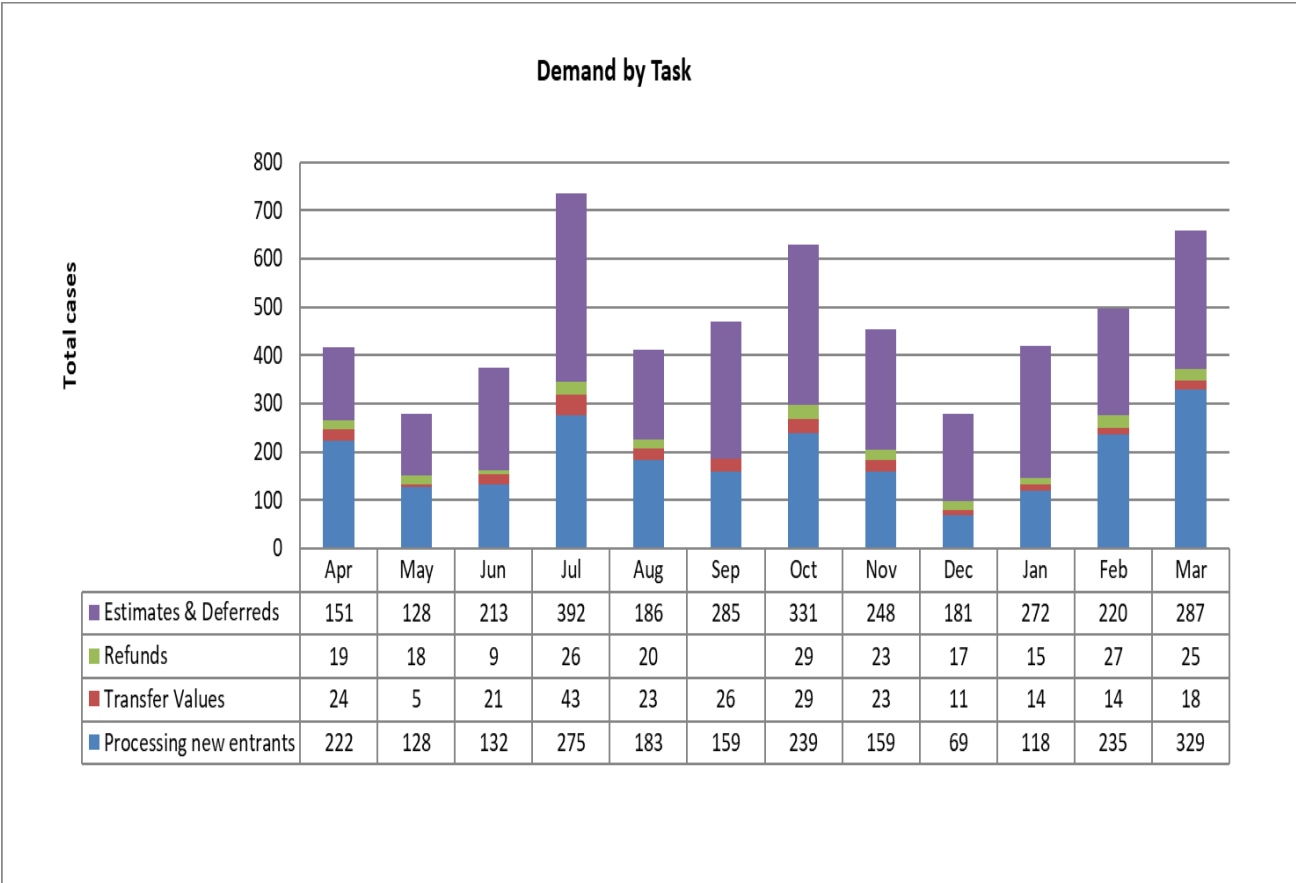
Late Payments

| Date | Late Payments | Expected Payments | % Late | <10 Days Late | >10 Days Late |
|-------------|----------------------|--------------------------|---------------|-------------------------|-------------------------|
| Apr-20 | 4 | 151 | 3.00% | 0 | 4 |
| May-20 | 3 | 151 | 2.00% | 0 | 3 |
| Jun-20 | 2 | 151 | 1.00% | 1 | 1 |
| Jul-20 | 6 | 150 | 4.00% | 6 | 0 |
| Aug-20 | 9 | 150 | 6.00% | 0 | 9 |
| Sep-20 | 8 | 149 | 5.00% | 3 | 5 |
| Oct-20 | 3 | 149 | 2.00% | 3 | 0 |
| Nov-20 | 3 | 149 | 2.00% | 3 | 0 |
| Dec-20 | 2 | 149 | 1.00% | 0 | 2 |
| Jan-21 | 2 | 149 | 1.00% | 2 | 0 |
| Feb-21 | 4 | 149 | 3.00% | 0 | 4 |
| Mar-21 | 3 | 149 | 2.00% | 1 | 2 |
| Apr-21 | 8 | 148 | 5.00% | 7 | 1 |

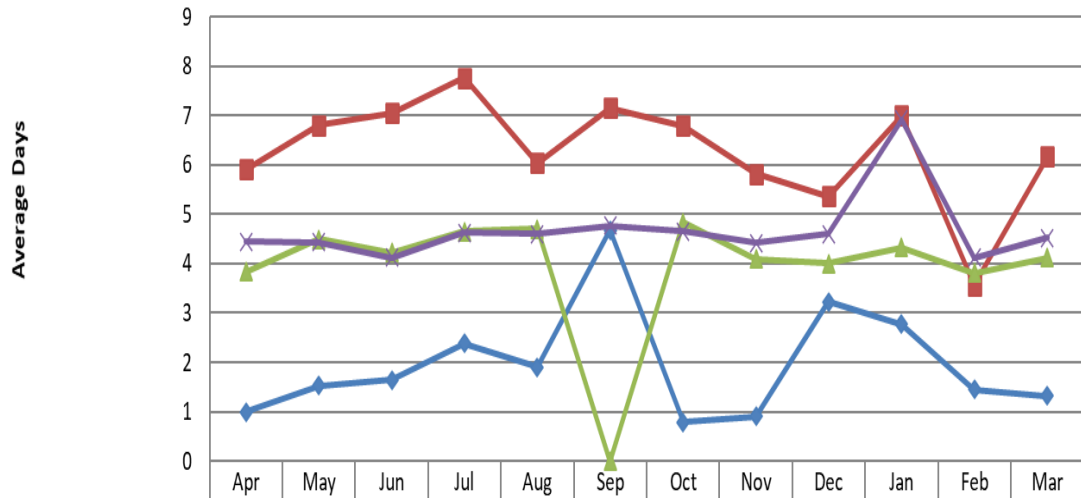
April 21 late payments are due to not receiving the sheets ... we now have a very good system with accounts and hope the numbers go down for May onwards. We continue to work closely with the regular late employers.

Performance Charts

Overall Demand



Average days by Task



| | | | | | | | | | | | | |
|---------------------------|---|---|---|---|---|---|---|---|---|---|---|---|
| ◆ Processing new entrants | 1 | 2 | 2 | 2 | 2 | 5 | 1 | 1 | 3 | 3 | 1 | 1 |
| ■ Transfer Values | 6 | 7 | 7 | 8 | 6 | 7 | 7 | 6 | 5 | 7 | 4 | 6 |
| ▲ Refunds | 4 | 5 | 4 | 5 | 5 | 0 | 5 | 4 | 4 | 4 | 4 | 4 |
| ✕ Estimates | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 7 | 4 | 5 |

The following charts show performance against individual service level requirements.

April 2020

| Standard Reference No. | KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|------------------------|--|---|----------|---------------------------------|--------------------------------|--------------------------|-----------------|-------------|---------------|---------------|
| F64 | All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 99.55% | 1.00 | 222 | 1 | 222 | 221 |
| F65 | Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 6 | 24 | 0 | 24 | 24 |
| F67 | Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 19 | 0 | 19 | 19 |
| F68 & F72 | Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 4 | 151 | 0 | 151 | 151 |
| F78 | Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F83 | Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| F86 | Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F87 | Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| F88 | All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

May 2020

| Standard Reference No. | KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|------------------------|--|---|----------|---------------------------------|--------------------------------|--------------------------|-----------------|-------------|---------------|---------------|
| F64 | All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 1.53 | 128 | 0 | 128 | 128 |
| F65 | Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 7 | 5 | 0 | 5 | 5 |
| F67 | Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 5 | 18 | 0 | 18 | 18 |
| F68 & F72 | Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 4 | 128 | 0 | 128 | 128 |
| F78 | Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F83 | Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| F86 | Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F87 | Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| F88 | All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

June 2020

| Standard Reference No. | KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|------------------------|--|---|----------|---------------------------------|--------------------------------|--------------------------|-----------------|-------------|---------------|---------------|
| F64 | All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 1.64 | 132 | 0 | 132 | 132 |
| F65 | Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 7 | 21 | 0 | 21 | 21 |
| F67 | Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 9 | 0 | 9 | 9 |
| F68 & F72 | Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 4 | 213 | 0 | 213 | 213 |
| F78 | Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F83 | Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| F86 | Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F87 | Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| F88 | All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

July 2020

| Standard Reference No. | KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|------------------------|--|---|----------|---------------------------------|--------------------------------|--------------------------|-----------------|-------------|---------------|---------------|
| F64 | All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 2.39 | 275 | 0 | 275 | 275 |
| F65 | Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 8 | 43 | 0 | 43 | 43 |
| F67 | Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 5 | 26 | 0 | 26 | 26 |
| F68 & F72 | Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 5 | 392 | 0 | 392 | 392 |
| F78 | Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F83 | Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| F86 | Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| F87 | Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| F88 | All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

August 2020

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 1.90 | 183 | 0 | 183 | 183 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 6 | 23 | 0 | 23 | 23 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 5 | 20 | 0 | 20 | 20 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 5 | 186 | 0 | 186 | 186 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

September 2020

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 4.68 | 159 | 5 | 159 | 159 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 7 | 26 | 0 | 26 | 26 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 0.0% | 5 | 285 | 0 | 285 | 285 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

October 2020

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 0.79 | 239 | 0 | 239 | 239 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 7 | 29 | 0 | 29 | 29 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 5 | 29 | 0 | 29 | 29 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 5 | 331 | 0 | 331 | 331 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 0% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

November 2020

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|---|----------|---------------------------------|--------------------------------|--------------------------|-----------------|-------------|---------------|---------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 0.91 | 159 | 0 | 159 | 159 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 6 | 23 | 0 | 23 | 23 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 23 | 0 | 23 | 23 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 4 | 248 | 0 | 248 | 248 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 0% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

December 2020

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|---------------------|--|---|---|----------------------------|------------------------|--------------------------|--------------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 3.23 | 69 | 0 | 69 | 69 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 5 | 11 | 0 | 11 | 11 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 17 | 0 | 17 | 17 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 5 | 181 | 0 | 181 | 181 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 0% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

January 2021

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 2.77 | 118 | 0 | 118 | 118 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 7 | 14 | 0 | 14 | 14 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 15 | 0 | 15 | 15 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 7 | 272 | 0 | 272 | 272 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 0% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

February 2021

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 1.45 | 235 | 0 | 235 | 235 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 4 | 14 | 0 | 14 | 14 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 27 | 0 | 27 | 27 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 4 | 220 | 0 | 220 | 220 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 100% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |

March 2021

| KEY PERFORMANCE REQUIREMENTS (KPR) | MONITORING PERIOD (Annually, Quarterly, Monthly, Half Yearly) | KPR Days | MINIMUM PERFORMANCE LEVEL (MPL) | ACTUAL PERFORMANCE LEVEL (APL) | Average Case Time (days) | Number of Cases | Over target | TOTAL (cases) | Within Target |
|--|--|-----------------|--|---------------------------------------|---------------------------------|------------------------|--------------------|----------------------|----------------------|
| All new entrant processed within twenty working days of receipt of application. | Monthly | 20 | 98.50% | 100.00% | 1.32 | 329 | 0 | 329 | 329 |
| Transfer Values - To complete the process within one month of the date of receipt of the request for payment. | Monthly | 20 | 98.50% | 100% | 6 | 18 | 0 | 18 | 18 |
| Refund of contributions - correct refund to be paid within five working days of the employee becoming eligible and the correct documentation being supplied. | Monthly | 5 | 98.75% | 100% | 4 | 25 | 0 | 25 | 25 |
| Merged Estimate Of Benefits and Deferred Benefits | Monthly | 10 | 98.25% | 100.0% | 5 | 287 | 0 | 287 | 287 |
| Pension costs to be recharged monthly to all employers. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Annual benefit statements shall be issued on a rolling basis ensuring that a scheme member shall receive a statement once a year. | Annual | April | 98.75% | 0% | N/A | N/A | N/A | | |
| Payment of lump sum retiring allowance - Payment to be made within 6 working days of payment due date and date of receiving all the necessary information. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |
| Pay eligible pensioners a monthly pension on the dates specified by the Council. | Monthly | | 100% | 100% | N/A | N/A | N/A | | |
| All calculations and payments are correct. | Monthly | | 98.75% | 100% | N/A | N/A | N/A | | |