KPI Report - Hammersmith and Fulham

Description	Target (Days/Date as per Partnership Agreement of Sending)	Target	Actual Score January	Total No of complete d cases	No of cases late	Actual Score Feb	Total No of complete d cases	No of cases late	Actual Score March	Total No of complete d cases	No of cases late	Actual Score April	Total No of complete d cases	No of cases late	Actual Score May	Total No of complete d cases	No of cases late	Actual Score June	Total No of complete d cases	No of cases late	Actual Score July	Total No of complete d cases	No of cases late	Actual Score August	Total No of complete d cases	No of cases late	Actual Score Septemb er	Total No of complete d cases	No of cases late
Pensions Administration																													
Death Benefits																													
Write to Beneficiaries and provide relevant claim form Write to dependant clarifying and confirm payments due, including including any under payments	5 days	100%	100%	12	0	86%	26	4	78%	23	7	100%	22	0	100%	9	0	100%	13	0	100%	12	0	100%	9	0	84%	19	3	85%	12	2
Retirement	10 days	100%	96%	22	1	73%	11	3	65%	23	8	62%	21	9	44%	25	15	40%	15	9	76%	23	7	67%	23	3	86%	7	1	67%	13	6
Notification request for information on outstanding paid, recorded and documentation received	10 days	100%				70%	36	13	70%	60	18	68%	50	26	73%	44	12	96%	55	2	89%	36	4	84%	58	7	52%	54	26	70%	55	22
Retirement **New retirement benefits processed for payment following receipt of claim**	7 days	100%	100%	6	0	73%	11	3	70%	6	3	73%	15	4	100%	22	0	91%	11	1	100%	7	0	55%	11	5	14%	7	6	57%	10	7
Retirement benefits processed for payment following receipt of claim	7 days	100%	89%	18	2	89%	18	2	100%	14	0	92%	24	2	67%	23	3	94%	16	1	77%	26	6	51%	19	9	42%	19	11	49%	28	20
Refunds of Contribution Refund sent following receipt of claim	10 days	100%	96%	0	0	95%	42	1	85%	20	3	92%	58	5	94%	21	2	94%	50	3	86%	69	10	85%	100	15	93%	41	3	79%	53	11
Benefits Statement sent to member following receipt of leaver verification	20 days	100%	98%	25	29	85%	8	1	64%	13	7	53%	15	7	42%	24	16	84%	63	12	87%	88	13	82%	118	9	90%	78	8	87%	69	23
Estimate **Early Retirement** Estimate **Estimate**	10 days	100%	100%	10	0	95%	33	2	93%	96	36	93%	24	9	100%	12	0	88%	8	1	100%	17	0	100%	2	0	90%	78	8	0%	13	13
Projection **Requests from**	10 days	100%	98%	28	1	95%	8	3	75%	3	2	100%	3	0	100%	2	0	100%	2	0	100%	7	0	100%	3	0	40%!!!	0	0	75%	3	2
New Joiners New starters	30 days	100%	100%	28	0	100%	65	0	100%	33	0	100%	106	0	100%	44	0	100%	10	0	100%	161	0	100%	50	0	100%	38	0	100%	40	0
Transfers In Quote estimates to scheme member (includes	20 days	100%	100%	5	0	43%	8	6	50%	10	5	25%	16	12	17%	37	18	7.4%	23	8	50%	20	10	44%	19	6	25%	12	9	13%	19	13
Transfers In Transfers in payments processed	20 days	100%	100%	4	0	33%	8	3	33%	13	6	54%	19	8	27%	19	6	50%	16	7	41%	18	6	71%	28	7	54%	11	7	39%	33	17
Transfers Out Transfers out applications processed (includes	20 days	100%	79%	23	5	93%	32	15	73%	17	7	56%	16	7	88%	25	5	67%	23	3	77%	22	5	71%	15	4	88%	10	2	67%	17	9
Transfers Out Transfers out payments	20 days	100%	88%	8	1	91%	7	3	83%	10	5	77%	13	3	78%	9	2	100%	8	0	70%	10	3	88%	16	2	88%	9	1	73%	11	3
No of complaints received within the month	n/a	100%				N/a	0		N/a	1		N/a	0		N/a	0		N/a	0		N/a	0		N/a	2		N/a	0		N/a	1	
No of complaints resolved within the month	30 days	100%				N/a	0		100%	1	0	100%	1	0	N/a	0		N/a	0		N/a	0		N/a	1		N/a	0		N/a	1	
No of compliments received within the month	n/a	N/a	98%	8	1	N/a	0		N/a	1		N/a	3		N/a	1		N/a	0		N/a	0		N/a	0		N/a	0		N/a	0	
Monthly Reporting																													
Fund reconciliation and sign off and ledger report provided to	Last day of month		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
Monthly monthly	5 days (with in month)		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
45% Be submitted	5 days (with in year end)		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
45% Be submitted	5 days (with in year end)		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
Annual Reporting																													
Annual Benefit Statement Issued to Active members	31 August each year		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved	2,864 Active statements commenced production by 31st July 2015		Achieved		3,837 active statements commenced production by 31st Aug 2015	Achieved		
Annual Benefit Statement Issued to Deferred members	31 August each year		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
PIDs Issued to Pensioner members	31 May each year		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
Apply Pensions Increase Pensions	April each year		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
Pensions	April each year		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		

Completed Quarter Ended	Best Point Re
Jan-21	79%
Feb-21	79%
Mar-21	85%
Apr-21	82%
May-21	82%
Jun-21	82%
July-21	92%
Aug-21	93%
Sept-21	90%