

**NORTHUMBERLAND COUNTY COUNCIL PENSION FUND  
Pension Fund Panel Meeting 4 September 2017**

Process	Legal Requirement (100% target)	Fund timescale (Note 2)	Target	Quarter to 31 December 2016	Quarter to 31 March 2017	Quarter to 30 June 2017	Number of Cases Quarter to 30 June 2017	Against regulatory requirement
<b>To process new member information e.g. creating a pension account record</b>	Provide information about the scheme within: <ul style="list-style-type: none"> <li>• 2 months from date of joining or</li> <li>• 1 month of receiving jobholder information where the individual is being automatically enrolled / re-enrolled.</li> </ul>	30 days of receiving all member start information	95%	45% (Note 3)	100%	99%	460	100%
<b>To inform members who leave the scheme of their rights and options available</b>	As soon as is practicable, and no more than 2 months from date of initial notification (from employer or scheme member)	30 days from date of all necessary information	90%	72%	88%	56% (Note 5)	102	88%
<b>To notify the amount of benefits payable on retirement</b>	1 month from date of retirement if on or after Normal Pension Age  2 months from date of retirement if before Normal Pension Age	5 days of receipt of all necessary information	95%	75%	81%	91%	157	97%

<b>To notify dependant(s) of the amount of death benefits</b>	As soon as possible but in any event no more than 2 months from date of becoming aware of the death, or from date of request	5 days of receipt of all necessary information	95%	79%	84%	86%	72	99%
<b>Provide annual benefit statements to active, pension credit and deferred pensioner members and councillor members</b>	31 <sup>st</sup> August in the same calendar year	31 <sup>st</sup> August in the same calendar year	100%	N/A	N/A	N/A (Note 4)	N/A	N/A
<b>Receipt of employee contributions from employers</b>	19 <sup>th</sup> of the month following their deduction	19 <sup>th</sup> of the month following their deduction	100%	100%	99%	99%	114	100%
<b>Receipt of employer contributions</b>	19 <sup>th</sup> of the month following the month to which they relate	19 <sup>th</sup> of the month following their deduction	100%	100%	99%	99%	114	100%

**Notes:**

Note 1 – days are working days and months are calendar months.

Note 2 – effective from date of full and accurate data unless indicated otherwise.

Note 3 – exceptionally high volume of new members starting in September 2016 resulted in this KPI not being met.

Note 4 –Annual Benefit Statements are only due in the quarter to 30 September.

Note 5 –Number of deferred pensioner breaches is high due to other work commitments with death and retirements taking priority. Some instances were identified as part of year end processes and Annual Benefit Statements production.