

**NORTHUMBERLAND COUNTY COUNCIL PENSION FUND
Pension Fund Panel Meeting 10 September 2018**

Northumberland County Council Pension Fund – Service Standards Monitoring – 2018/19 Apr-Aug

Process	Disclosure Regulations Target	Performance Indicator	No. Of Processes To Date	Achieved To Date	Trend	Exclusive of pending time
Consistently achieve the service standards – Disclosure Regulations – Target is 100%						
Death in Service	<p>Within two months of receipt of notification of death provide details of</p> <ul style="list-style-type: none"> - the rights and options available and the procedures for exercising them - the provisions under which any survivor benefits will be increased and the extent, if any, to which such increases are discretionary 	Issue death benefit entitlement details within 55 days of notification of death	4	50%	n/a	50%
Death on Deferred Benefits	<p>Within two months of receipt of notification of death provide details of</p> <ul style="list-style-type: none"> - the rights and options available and the procedures for exercising them - the provisions under which any survivor benefits will be increased and the extent, if any, to which such increases are discretionary. 	Issue death benefit entitlement details within 55 days of notification of death	7	28.57%	n/a	57.14%
Death on Pension	<p>Within two months of receipt of notification of death provide details of</p> <ul style="list-style-type: none"> - the rights and options available and the procedures for exercising them - the provisions under which any survivor benefits will be increased and the extent, if any, to which such increases are discretionary 	Issue death benefit entitlement details within 55 days of notification of death	35	74.29%	n/a	91.43%

Process	Disclosure Regulations Target	Performance Indicator	No. Of Processes To Date	Achieved To Date	Trend	Exclusive of pending time
Deferred Benefit – Notification of entitlement	Within two months of a member or employer notifying us of the termination of pensionable service, supply a notification showing the rights and options available Disclosure	Issue statement of entitlement to leavers who are not entitled to an immediate pension or refund within 55 days of receiving notification of the termination by the employer or from the member	190	92.64%	n/a	95.26%
Deferred Benefit into Payment	For members at Normal Pension Age or over, issue details of benefits due within one month of date of entitlement to payment. For members aged under Normal Pension Age, issue details of benefits due within two months of date of entitlement to payment	Issue details of deferred benefits due within 24 days of date of entitlement to payment	84	78.57%	n/a	78.57%
Divorce Quotation	Issue details within one month of the request from the member or the court	Issue divorce quotation details within 24 days of receiving request	11	27.27%	n/a	27.27%
Estimate of Benefits	Issue quote within two months of date member requests estimate, unless previously supplied within the last twelve months. Disclosure applies to member requests only.	Issue estimate of benefits within 55 days of receiving request.	65	63.08%	n/a	84.62%
Immediate Pension	Issue details of benefits due in respect of - a leaver at Normal Pension Age or later within one month of date becoming payable - a leaver before Normal Pension Age within two months of date becoming payable	Issue retirement benefit details due within 24 days of date that member left employment.	61	44.26%	n/a	55.74%
Joner	Issue "Basic Scheme Information" within two months of the member joining the scheme if we are not advised of the jobholder status of the member	Issue statutory notice and new entrants pack within 55 days of the member joining LGPS	167	25.15%	n/a	25.75%
Refund	On the request of the ex-employee, confirm within 2 months of the date of the request being made whether a refund is available, an estimate of its amount and how it is calculated.	Issue benefit details notifications to leavers who are not entitled to an immediate pension within 55 days of receiving notification of the termination by the employer or from the member	7	57.14%	n/a	57.14%

Process	Disclosure Regulations Target	Performance Indicator	No. Of Processes To Date	Achieved To Date	Trend	Exclusive of pending time
TV In Quotation	Inform the member of the amount of the transfer credit the TV will purchase within two months of the member's request.	Issue transfer in quotation within 55 days of the date the member sent in the TV information they have obtained from their previous pension fund	32	71.88%	n/a	71.88%
TV In Payment	No Disclosure requirement. Pensions Act 1995 requires transfer values to be paid within six months of member deciding to proceed with transfer	Issue transfer in notification of transfer credit within 24 days of the payment being received	24	50%	n/a	54.17%
TV Out Quotation	Provide a transfer out quotation within three months of a member's request being made (other than where a CETV quote has been provided in the previous 12 months)	Issue transfer out quotation within 55 days of the date the member requests the quotation.	29	93.10%	n/a	96.55%