

**KEY PERFORMANCE INDICATORS
FIREFIGHTER PENSION ADMINISTRATION AND PENSIONER PAYROLL**

Performance Standard	Minimum Target
Respond to requests for estimates of benefits within 10 working days following receipt of request	90%
In the case of early leavers and opt outs calculate and make payment of refunds within 5 working days of application for payment of refunds being received Notify Firefighter and employer (via email) of amount and date of payment.	90%
Provide a statement of deferred benefit entitlement on leaving service within 10 working days of date of leaving or receipt of notification, whichever is later.	90%
Notification and payment of actual retirement benefits within 5 working days of receipt of notification of lump sum option from individual or date of entitlement to benefit; whichever is later. The Authority to receive commutation payment schedule 5 working days before retirement where relevant information is received.	90%
Provide annual statement of benefit entitlement to active and deferred members within legislative timescales and in accordance with the deadline set by the Authority	100%
Personal representatives to be contacted within 5 working days of receiving death notice. Pension payroll notified within 5 working days and death grant payment schedule to be sent to the Authority within 5 working days of receiving all relevant information	100%
Calculate and pay transfer value out within 10 working days of receipt of necessary documentation	90%
Calculate transfer values into the Authority within 10 working days of receipt of necessary documentation.	100%
Respond to general queries/correspondence within 10 working days of receipt of query/correspondence	100%
Provision of management information to update the Pension Board	100%

Notify the Authority of any errors caused by the Administrator or third parties as well as any complaints within 3 working days. Ensure investigation is completed in 5 working days and corrective action is taken after appropriate investigations within 10 working days	100%
Make payment of pensions on due date	100%
Produce P60s to pensioners within statutory deadlines	100%
Implement annual pension increases by payment due date	100%
Set up a new entrant pension record within 10 days, and issue a statutory notification within 6 weeks of the employment start date.	100%
Where a Firefighter's Pension Input Amount within the 'scheme' exceeds the Annual Allowance provide a pension savings statement by 5 October	100%
Where a Firefighter's Pension Input Amount within the 'scheme' does not exceed the Annual Allowance, they may make a written request for a Pensions Saving Statement to be issued. To be actioned in 10 working days	100%
Provide information on request in respect of Pension Sharing on Divorce within legislative timescales. (A charge to the member will be levied in line with pension sharing on divorce legislation)	100%
Implement Pension Sharing Orders within legislative timescales	100%
Notification to scheme member and pensioners payroll of modification to pensions at state pension age and increases to pension at the appropriate age one month in advance of the amended pension being paid	100%
Purchase of Additional Benefit within 20 working days of member request	90%
Annual review of injury benefits commenced in February and completed by end of April in each year.	100%
On receipt of GMP notification CA1629 from the Authority make adjustments to ensure no further increases are applied to the different elements of pension. Ensure GMP notification is received and notify Authority where not.	100%