

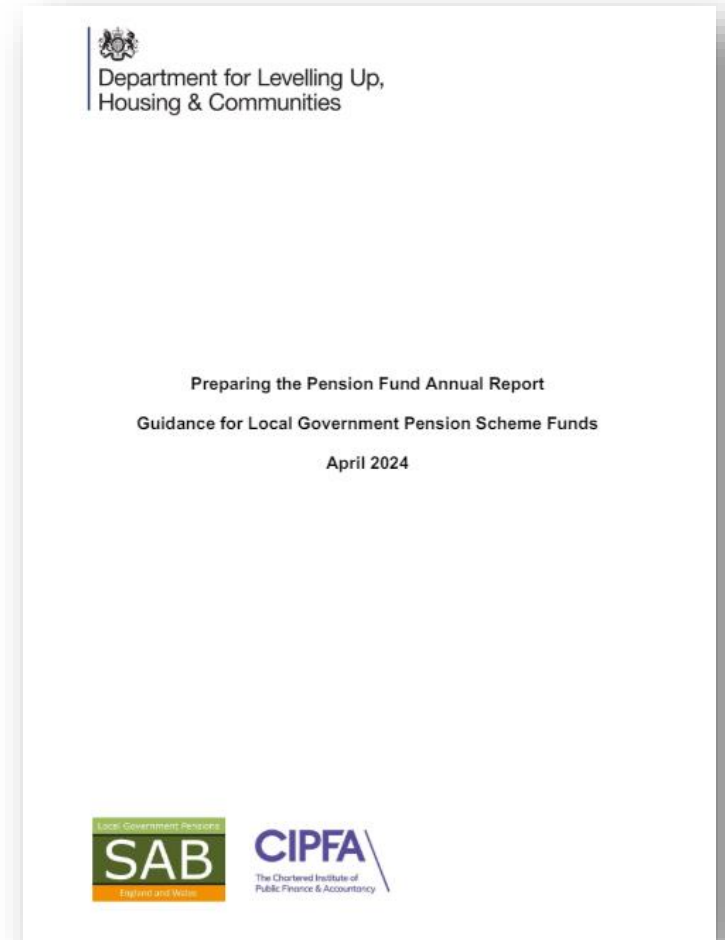
## Requirements based on

The updated guidance for preparing the LGPS Fund Annual Report contains provisions for standardised performance indicators to be used across the LGPS in England and Wales. This guidance is the first publication which has been reviewed and jointly approved by the SAB's Compliance and Reporting Committee (CRC), the Chartered Institute of Public Finance and Accountancy (CIPFA) and the Department for Levelling Up, Housing and Communities (DLUHC). It replaces the 2019 guidance produced by the CIPFA Pensions Panel, which was disbanded in 2021.

The new guidance applies to 2023/24 annual reports which are due for publication by 1 December 2024, and later years. The guidance says that funds should use their *best endeavours* to comply with the requirements for 2023/24 but exercise judgement where, because of changes to the previous content, to do so would require disproportionate effort or cost. The guidance will be kept under regular review.

The guidance is available online at:

<https://lgpsboard.org/images/Guidance/Annual%20Report%20Guidance%202024.pdf>



# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## A – Total Casework

Key Performance Indicators		Total number of cases open as at 31 March (starting position)	Total number of new cases created in the year (1 April to 30 March)	Total number of cases completed in year	Total number of cases completed in previous year	Total % of cases completed in previous year
A1	Deaths recorded of active, deferred, pensioner and dependent members					
A2	<i>New dependent member benefits</i>					
A3	Deferred member retirements					
A4	Active member retirements					
A5	Deferred benefits					
A6	Transfers in (including interfunds in, club transfers)					
A7	Transfers out (including interfunds out, club transfers)					

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## A – Total Casework

Key Performance Indicators		Total number of cases open as at 31 March (starting position)	Total number of new cases created in the year (1 April to 30 March)	Total number of cases completed in year	Total number of cases completed in previous year	Total % of cases completed in previous year
A8	Refunds					
A9	Divorce quotations issued					
A10	Actual divorce cases					
A11	Member estimates requested either by scheme member and employer					
A12	New joiner notifications					
A13	Aggregation cases					
A14	Optants out received after 3 months membership					

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## B – Casework Processing Time

Key Performance Indicators		Proposed Target Days	% completed within fund target in year	% completed in previous year
<b>B1</b>	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	5 days		
<b>B2</b>	Communication issued confirming the amount of dependents pension	10 days		
<b>B3</b>	Communication issued to deferred member with pension and lump sum options (quotation)	15 days		
<b>B4</b>	Communication issued to active member with pension and lump sum options (quotation)	15 days		
<b>B5</b>	Communication issued to deferred member with confirmation of pension and lump sum options (actual)	15 days		
<b>B6</b>	Communication issued to active member with confirmation of pension and lump sum options (actual)	15 days		
<b>B7</b>	Payment of lump sum (both actives and deferreds)	15 days		
<b>B8</b>	Communication issued with deferred benefit options	30 days		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## B – Casework Processing Time

Key Performance Indicators		Proposed Target Days	% completed within fund target in year	% completed in previous year
<b>B8</b>	Communication issued to scheme member with completion of transfer in	15 days		
<b>B9</b>	Communication issued to scheme member with completion of transfer out	15 days		
<b>B10</b>	Payment of refund	10 days		
<b>B11</b>	Divorce quotation	45 days		
<b>B12</b>	Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	15 days		
<b>B13</b>	Communication issued to new starters	40 days		
<b>B14</b>	Member estimates requested by scheme member and employer	15 days		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## C – Communications and engagement

Key Performance Indicators		% as at 31 March	% in previous year
<b>KPI</b>	<b>Engagement with online portals</b>		
<b>C1</b>	% of active members registered		
<b>C2</b>	% of deferred member registered		
<b>C3</b>	% of pensioner and survivor members		
<b>C4</b>	% total of all scheme members registered for self-service		
<b>C5</b>	Number of registered users by age		
<b>C6</b>	% of all registered users that have logged onto the service in the last 12 months		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## C – Communications and engagement

Key Performance Indicators		Number in Year	Number in Previous Year
<b>KPI</b>	<b>Communication</b>		
<b>C1</b>	Total number of telephone calls received in year		
<b>C2</b>	Total number of email and online channel queries received		
<b>C3</b>	Number of scheme member events held in year (total of in-person and online)		
<b>C4</b>	Number of employer engagement events held in year (in-person and online)		
<b>C5</b>	Number of active members who received a one-to-one (in-person and online)		
<b>C6</b>	Number of times a communication (i.e newsletter) issued to each of: Active Members / Deferred Members / Pensioners		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## D – Resources

Key Performance Indicators		Number in Year	Number in Previous Year
<b>D1</b>	Total number of all administration staff (FTE)		
<b>D2</b>	Average service length of all administration staff		
<b>D3</b>	Staff vacancy rate as %		
<b>D4</b>	Ratio of all administration staff to total number of scheme members (all staff including management)		
<b>D5</b>	Ratio of administration staff (excluding management) to total number of scheme members		



# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## E – Data Quality

Key Performance Indicators		Current Year	Previous Year
<b>KPI</b>	<b>Annual Benefit Statements</b>		
<b>E1</b>	Percentage of annual benefit statements issued as at 31 August		
	Short Commentary if below 100%		
	<b>Data Category</b>		
<b>E2</b>	Common data score		
<b>E3</b>	Scheme Specific data score		
<b>E4</b>	Percentage of active, deferred and pensioner members recorded as 'gone away' with no home address held, or address is known to be out of date		
<b>E5</b>	Percentage of active, deferred and pensioner members with an email address held on file		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## E – Data Quality

Key Performance Indicators		Current Year	Previous Year
<b>KPI</b>	<b>Employer performance</b>		
<b>E7</b>	Percentage of employers set up to make monthly data submissions		
<b>E8</b>	Percentage of employers who submitted monthly data on time during the reporting year		

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## F – Investments

UK Listed Equities		Pooled	Under Pool Management	Not Pooled	Total
<b>KPI</b>	<b>UK Exposure - £m Asset values as at 31 March</b>				
<b>F1</b>	UK Listed Equities				
	UK Government Bonds				
	UK Infrastructure				
	UK Private Equity				
	<b>Total</b>				
<b>F2</b>	<b>Total Private Equity Exposure - £m Asset values as at 31 March</b>				
<b>F3</b>	<b>Levelling Up Investment - £m Asset values as at 31 March</b>				

# Service Performance Indicators

(2024/25 KPIs to be reported in Fund Annual Report)

## G – Pooled Assets

Assets Pooled		Pooled	Under Pool Management	Not Pooled	Total
<b>G1</b>	Total				
Pooling Savings		Total			
<b>G2</b>	Cumulative Pooling Savings since inception	£			
<b>G3</b>	Pooling Savings in year to 31 March	£			