

Appendix 'A' - Lancashire County Pension Fund Quality of Service Report April 2015

No.	Detailed Definition of Service Level	Target	Monthly Performance	Performance Year to Date
1	Amend personal records within ten working days of receipt of required documentation.	90%	100%	100%
2	Providing an annual statement of benefit entitlement to all active and deferred members, including an assessment of HMRC limits.	100%	100%	100%
3	Calculation of additional membership for transfer values within 10 working days of receipt of transfer details.	90%	100%	100%
4	Action agreed transfer values within 10 days of receipt of acceptance.	90%	100%	100%
5	Provide information on request in respect of Pension Sharing on Divorce within legislative timescales.	100%	100%	100%
6	Implement Pension Sharing Orders within legislative timescales.	100%	0%	100%
7	Provide a statement of deferred benefit entitlement on leaving service within 15 working days of date of leaving or receipt of notification, whichever is later.	90%	95%	95%
8	Respond to requests for estimates of benefits in relation to retirement, leaving service or on death within 10 working days following receipt of request.	90%	93%	93%
9	Calculating and paying refunds of pension contributions, including deducting statutory deductions in accordance with HMRC and DWP regulations within 15 working days of receipt of notification.	90%	91%	91%
10	Respond to general correspondence within ten working days of receipt.	90%	96%	96%
11	Calls to the Pensions' Helpdesk answered.	90%	N/A	N/A

12	Calculation and payment of retirement benefits, deferred benefits and death in service lump sums in accordance with LGPS rules, members' options and statutory limits. The service includes the recalculation and payment of benefits as a result of amended data received by Lancashire Pensions Services. Within 10 working days of receipt of notification or date of entitlement to benefit; whichever is later.	90%	100%	100%
13	Advise transfer value out within 15 working days of receipt of necessary documentation.	90%	90%	90%
14	Action agreed transfer values out within 15 working days of receipt of acceptance.	90%	75%	75%
15	Make payment of pensions on due date.	100%	100%	100%
16	Production and distribution of annual P60s to pensioners within statutory deadlines.	100%	100%	100%
17	Implementation of annual pension increases by payment due date.	100%	100%	100%
18	Implementation of change in pensioner circumstance including the calculation and quoting of benefits on death of pensioners and administering the recovery of overpayments by payment due date.	90%	99%	99%
19	Undertake annual reviews to establish continuing entitlements to pension for children in accordance with the relevant Scheme regulations.	100%	100%	100%
20	To provide advice of benefits payable under the LCC redundancy scheme within 10 days of receipt of a request.	100%	100%	100%
21	To pay benefits under the LCC redundancy scheme within 10 days of the final day of employment	100%	96%	96%
22	To complete investigations of appeals under stage 2 of the Internal Dispute Resolution Procedure within the statutory timescales in 100% of cases.	100%	100%	100%

