

**NORTHUMBERLAND COUNTY COUNCIL PENSION FUND
Pension Fund Panel Meeting 24 February 2017**

Key Performance Indicators

Process	Legal Requirement (100% target)	Fund Timescale (2)	Target for Fund Timescale
To process new member information e.g. creating a pension account record	Provide information about the scheme within: <ul style="list-style-type: none"> • 2 months from date of joining or • 1 month of receiving jobholder information where the individual is being automatically enrolled / re-enrolled. 	30 days of receiving all member start information	95%
To inform members who leave the scheme of their rights and options available	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%
To notify the amount of benefits payable on retirement	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%
To notify dependant(s) of the amount of death benefits	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%
Provide annual benefit statements to active, pension credit and deferred pensioner members and councillor members	31 st August in the same calendar year	31 st August in the same calendar year	100%
Receipt of employee contributions from employers	19 th of the month following their deduction	19 th of the month following their deduction	100%

APPENDIX 9
(continued)

Process	Legal Requirement (100% target)	Fund Timescale (2)	Target for Fund Timescale
Receipt of employer contributions	19 th of the month following the month to which they relate	19 th of the month following the month to which they relate	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.