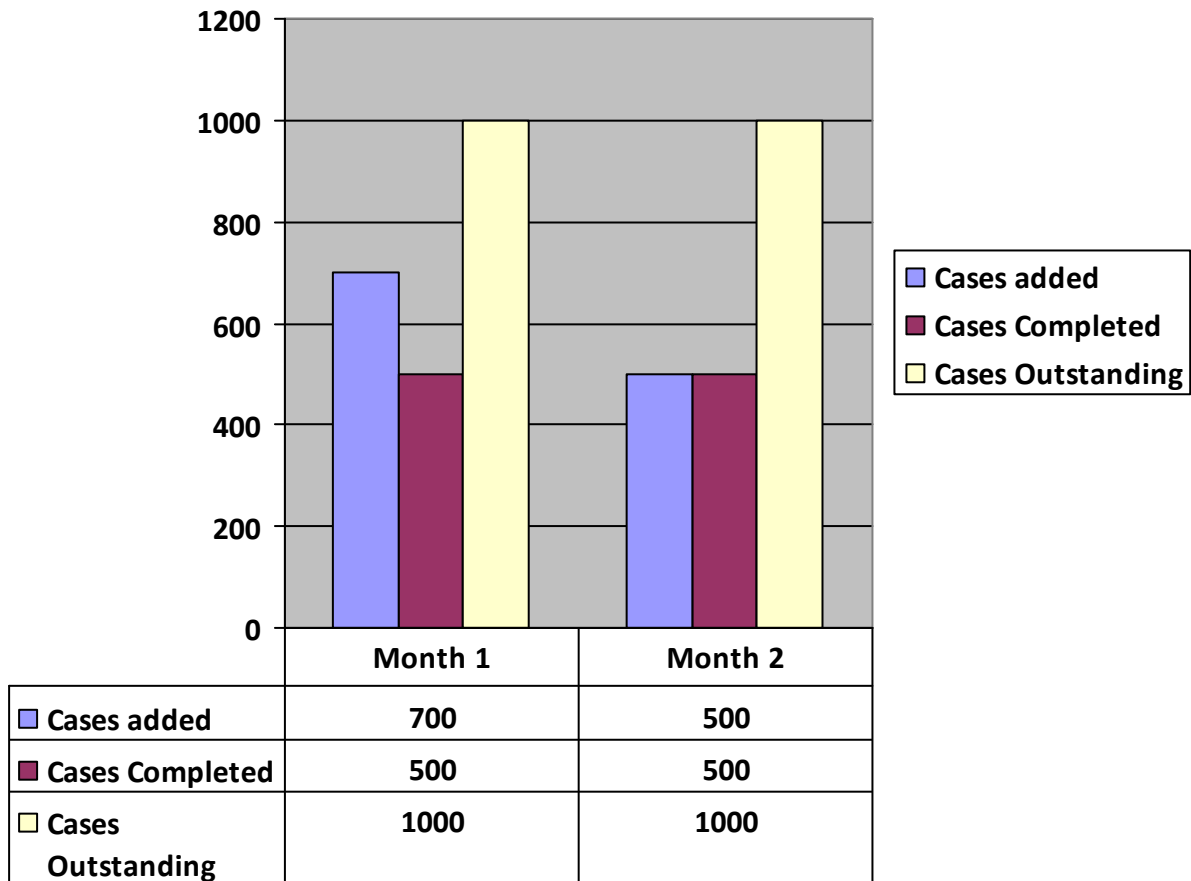


**Croydon Pensions Admin
Team
Performance Report**

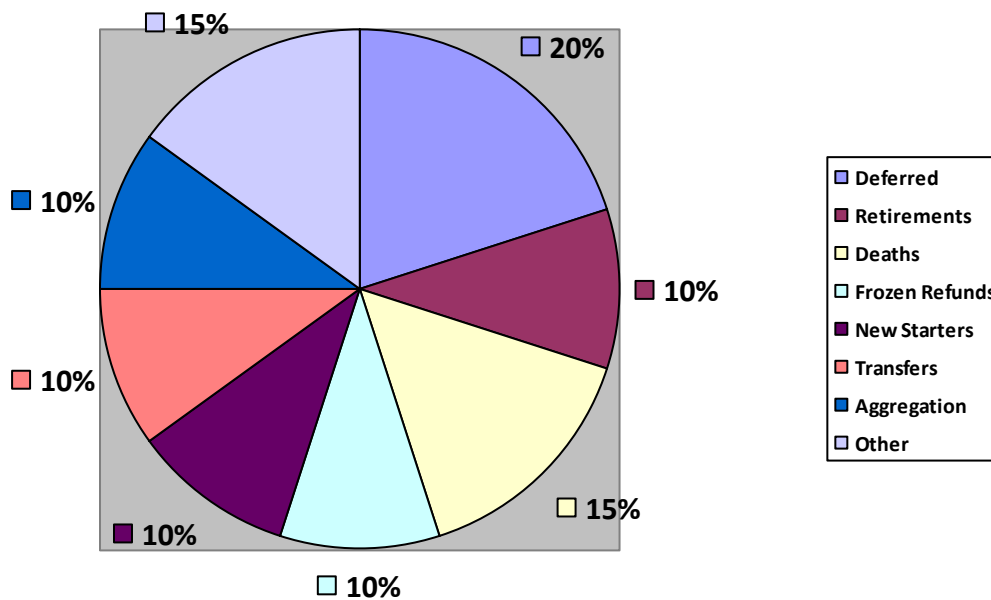
Performance Targets

Process	Legal Requirement	Team Target
Send a notification of joining the LGPS to a scheme member	Two months from the date of joining the scheme or earlier if within one month of receiving jobholder information where the individual is being automatically enrolled/re-enrolled	30 day from date of notification of joining member
Inform a member of the scheme of their leaver rights and options	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	40 working days from date of notification (from employer or scheme member)
Inform a scheme member of their calculated benefits (refund or deferred)	As soon as practicable and no more than two months from the date of notification (from employer or scheme member)	40 working days from date of notification (from employer or scheme member)
Notify the amount of retirement benefits	One month from the date of retirement if on or after normal pension age or two months from the date of retirement if after normal pension age	20 working days from date of retirement
Provide a retirement quotation on request	As soon as practicable but no more than two months from the date of request unless there has already been a request in the last 12 months	15 working days from date of request
Calculate and notify (dependent(s) of amount of death benefits	As soon as possible but in any event no more than two months from date of becoming aware of death or from date of request from a third party (e.g. personal representative)	20 working days from receipt of all information

Case levels



Outstanding Cases by Type



Commentary

“Pension Managers comments on performance”