

1. Pension Service Administration Key Performance Indicators – 1 March to 31 March 2025

Function/Task	Indicator	Minimum Service Level	Month	Total cases completed	Cases completed within the minimum Service Level	Cases completed under the minimum Service Level	% completed within the minimum Service Level	RAG	Comments
Notify leavers of deferred benefit entitlement.	Notify leavers of deferred benefit entitlements or concurrent amalgamation within 15 working days of receiving all relevant information.	90%	March April	292	273	19	93	Green	SLA target met
Payment of retirement benefits from active employment.	Notify employees retiring from active membership of benefits award, from date payable or date of receiving all necessary information if later within 10 working days.	95%	March	44	36	8	81	Red	SLA target not met
Payment of pension benefits from deferred membership status.	Notify members retiring from deferred membership status of benefits award, from date payable or date of receiving all necessary information if later within 10 working days.	90%	March	87	84	3	96	Green	SLA target met
Award dependant benefits.	Issue award within 5 working days of receiving all necessary information.	95%	March	20	20	0	100	Green	SLA target met
Provide a maximum of one estimate of benefits to employees per	Estimate in agreed format provided within 10 working days from receipt of all information.	80%	March	45	26	19	57	Red	SLA target not met

year on request.									
Provide transfer-in quote to scheme member.	Letter issued within 10 working days of receipt of all appropriate information.	95%	March	50	48	2	96	Green	SLA target met
Payment of transfer out.	Process transfer out payment – letter issued within 10 working days of receipt of all information needed to calculate transfer out payment.	90%	March	39	37	2	94	Green	SLA target met

Green: Equal to or above Service Level Agreement (SLA) target.

Amber: Below SLA target, but number completed within target is within 10% of the SLA target.

Red: Below SLA target and number completed within target is not within 10% of the SLA target.

- For the reporting period there were two red KPIs. The missed KPIs were primarily due to the system workflows not being utilised effectively, which has been addressed with the individuals concerned through performance management. Additionally, both the retirements team and the transfers team were affected by sickness at both Officer and Team Leader Level. For March 2025 the sickness levels were higher than desired.
- Since April 2021, casework volumes within the Service have increased by 100% for members retiring from either a deferred or active status. These cases are processed within a single team as other teams have different fundamental pressures to manage, including meeting statutory targets. To alleviate some of the pressure, a Team Leader had started to be trained in the retirements area but due to a substantive team leader having a period of absence this has not progress at the desired rate. Nationally the industry is seeing increased casework volumes across many areas of administration.

2. Pension Service Administration Key Performance Indicators – 1 April 2025 – 31 May 2025

Function/Task	Indicator	Minimum Service Level	Month	Total cases completed	Cases completed within the minimum Service Level	Cases completed under the minimum Service Level	% completed within the minimum Service Level	RAG	Comments
Deaths recorded of active, deferred, pensioner and dependent members.	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member within 5 working days.	95%	April May	48 44	48 44	0 0	100 100	Green Green	SLA target met SLA target met
Deferred member retirements	Communication issued to deferred member with pension and lump sum options (quotation) within 15 working days of receiving all relevant and accurate information	90%	April May	41 325	32 303	9 22	78 93	Red Green	SLA target not met SLA target met
Deferred benefits	Communication issued to deferred member with confirmation of pension and lump sum options (actual) within 15 working days of receiving all relevant and accurate information	90%	April May	83 88	76 86	7 2	91 97	Green Green	SLA target met SLA target met
Active member retirements	Communication issued to active member with pension and lump sum options (quotation) within 15 working days of receiving all relevant and accurate information	90%	April May	5 4	1 3	4 1	20 75	Red Red	SLA target not met SLA target not met

Active benefits	Communication issued to active member with confirmation of pension and lump sum options (actual) within 15 working days of receiving all relevant and accurate information	95%	April May	48 36	48 33	0 3	100 91	Green Amber	SLA target met SLA target not met
New dependent member benefits	Communication confirming the amount of dependents pension issued within 10 working days of receiving all relevant and accurate information	95%	April May	28 15	28 15	0 0	100 100	Green Green	SLA target met SLA target met
Member estimates requested either by scheme member and employer	Provide member estimates requested by scheme member and employer within 15 working days of receiving all relevant and full information	90%	April May	42 99	26 64	16 35	61 64	Red Red	SLA target not met SLA target not met
Transfers in (including interfunds in, club transfers)	Communication issued to scheme member with completion of transfer in within 15 working days of receiving full information	90%	April May	27 61	26 56	1 5	96 91	Green Green	SLA target met SLA target met
Transfers out (including interfunds out, club transfers)	Communication issued to scheme member with completion of transfer out within 15 working days of receiving full information	90%	April May	11 46	11 45	0 1	100 97	Green Green	SLA target met SLA target met
Refunds	Payment of refund is approved within 10 working days of receiving relevant and accurate information	90%	April May	69 39	50 36	19 3	72 92	Red Green	SLA target not met SLA target met
Divorce quotations issued	Issue divorce quotation within 45 working of receiving all relevant and accurate information	90%	April May	4 24	4 17	0 7	100 70	Green Red	SLA target met SLA target not met

Actual divorce cases	Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order within 15 working days of receiving full information	90%	April May	1 2	1 1	0 1	100 50	Green Red	SLA target met SLA target not met
New joiner notifications	Communication issued to new starters within 40 working days of receiving all relevant information.	90%	April May	404 554	404 554	0 0	100 100	Green Green	SLA target met SLA target met
Notify leavers of deferred benefit entitlement	Notify leavers of deferred benefit entitlement within 30 working days of receiving all relevant information.	90%	April May	248 263	236 250	12 13	95 95	Green Green	SLA target met SLA target met

Green: Equal to or above Service Level Agreement (SLA) target.

Amber: Below SLA target, but number completed within target is within 10% of the SLA target.

Red: Below SLA target and number completed within target is not within 10% of the SLA target.

3. Customer Journey Key Performance Indicators (statutory) for the Period 1 March to 31 May

Function/Task	Indicator	Month	Completed	Within Minimum Service Level	Under Minimum Service Level	% Within Minimum Service Level	Comments
Provide basic scheme information to new joiners.	2 months from date of joining or member's request.	March April May	442 406 598	440 404 554	2 2 44	99 99 92	<p>During the period, there were 5 failures across 2 employers due to data being submitted late with no legitimate reason identified. Late submission of data will continue to be monitored, and persistent occurrences will be managed by the Employers team.</p> <p>32 failures occurred due to data being submitted late due to a payroll provider change related to 1 employer.</p> <p>11 failures impacting 3 employers occurred due to Pension Service reporting errors where the reports haven't been uploaded to the system in a timely manner or incorrect data has been uploaded to the record. All issues identified have been addressed by the Systems Team.</p>
Provide transfer details for transfer in.	2 months from date of request.	March April May	50 87 27	42 66 22	8 21 5	84 76 81	<p>Reasons why the cases would not be completed within the statutory target are:</p> <ul style="list-style-type: none"> • Interfund in - Further information is required from the previous LGPS pension fund. • Transfer in – Further information is required from the member, the previous scheme, or the employer.
Provide details of transfer value for transfer out.	3 months from date of request.	March April May	48 42 45	38 32 34	10 10 11	79 76 76	<p>Reasons why the cases would not be completed within the statutory target are:</p> <ul style="list-style-type: none"> • Interfund out - Further information is required from the employer prior to finalising the deferred benefit. • Transfer out– Further information is required from the employer prior to finalising the deferred benefit.

Function/Task	Indicator	Month	Completed	Within Minimum Service Level	Under Minimum Service Level	% Within Minimum Service Level	Comments
Provide a CETV quotation for divorce purposes.	Within 3 months of the request (or shorter deadline as specified in a court order).	March April May	9 4 24	6 3 20	3 1 4	67 75 83	The reasons for the delays were as result of both service and third-party processes, such as additional information being required from employers and outstanding interfund transfers to finalise benefits etc.
Inform members who leave the scheme before retirement age of their rights and options.	As soon as practical and no more than 2 months of leaving.	March April May	266 219 358	266 200 300	10 19 58	96 91 83	<p>The Pension Service is 100% within target for meeting the SLA of 2 months of the member leaving service.</p> <p>The analysis of the failures for this KPI commenced in March 2025.</p> <p>For the period 1 March to 31 May there were:</p> <p>80 failures across 20 employers due to late leaver notifications.</p> <p>7 failures across 1 employer due to incorrectly reported adjustments/backpay.</p>
Inform members who leave the scheme at or after retirement age of the benefits due.	Within 2 months of retirement date where the member retires before normal pension age.	March April May	24 31 25	12 21 19	12 10 6	50 68 76	<p>Multiple factors contribute to the member experience for this indicator, this includes the type of information required (e.g. leavers details, certificates, forms) and the party responsible for supplying the information (employer, payroll provider, member). There is also the processing time required for the administrator to issue the award once all the information is received.</p> <p>In March, within the 50% outside of target, 75% of the failures were due to employer delays.</p> <p>In April, within the 32% outside of target, 80% of the failures were due to employer delays.</p> <p>In May, within the 24% outside of target, 67% of the failures were due to employer delays.</p>

Function/Task	Indicator	Month	Completed	Within Minimum Service Level	Under Minimum Service Level	% Within Minimum Service Level	Comments
							<p>From April 2025, analysis has been undertaken to identify the reason for failures. Any information received which does not allow the Pension Service 10 working days to process in line with SLA targets is classified as an employer failure.</p> <p>For the period April to May 2025, 12 failures occurred due to late information provided by 11 employers and 4 failures were due to delays in the Pension Service issuing options to members.</p>
Inform members who leave the scheme at or after retirement age of the benefits due.	Within 1 month of retirement date where the member retires on or after normal pension age.	March April May	17 14 8	6 8 4	11 6 4	35 57 50	<p>Multiple factors contribute to the member experience for this indicator, this includes the type of information required (e.g. leavers details, certificates, forms) and the party responsible for supplying the information (employer, payroll provider, member). There is also the processing time required for the administrator to issue the award once all the information is received.</p> <p>In March, within the 65% outside of target, 73% of the failures were due to employer delays. In April, within the 43% outside of target, 83% of the failures were due to employer delays. In May, within the 50% outside of target, 100% of the failures were due to employer delays.</p> <p>From April 2025, analysis has been undertaken to identify the reason for failures. Any information received which does not allow the Pension Service 10 working days to process in line with SLA targets is classified as an employer failure.</p>

Function/Task	Indicator	Month	Completed	Within Minimum Service Level	Under Minimum Service Level	% Within Minimum Service Level	Comments
							For the period April to May 2025, 9 failures occurred due to late information provided by 7 employers and 1 failure was due to delays in the Pension Service issuing options to members.
Calculate and notify dependant(s) of amount of death benefits.	As soon as possible, but in any event no more than 2 months of date or becoming aware of death.	March April May	- - -	- - -	- - -	- - -	The new death process will be drafted by 31 August 2025.
Notify implementation information after receiving a pension sharing order (and no outstanding information)	Within 21 days of the later of, the date of receipt of the pension sharing order or the day on which the order takes affect or the date of receipt of the relevant documents / information.	March April May	- 1 2	- 0 0	- 1 2	- 0 0	<p>Where there is no outstanding information, the Service has a period of 4 months to implement the order from the later of:</p> <ul style="list-style-type: none"> • The day on which the relevant Order or provision comes into effect; or • The day in which the administering authority is in receipt of the relevant “Matrimonial Documents” <p>A letter must be sent within 21 “days” of the later of the above two dates notifying the relevant parties of the implementation deadline. New process to be developed by 30 September 2025 to ensure that this notification is issued within the 21 days of receiving an actual pension sharing order.</p>

4. Timeliness of payment of scheme employer and member pension contributions

Month/Year	% of Employers Paid on Time	% of Employers Paid Late	% of Employers that Submitted Schedule on Time	% of Employers that Submitted Schedule Late
May 2024	99.8	0.2	99.8	0.2
June 2024	100	0	98.4	1.6
July 2024	99.8	0.2	98	2
August 2024	99.3	0.7	99.6	0.4
September 2024	100	0	100	0
October 2024	100	0	100	0
November 2024	100	0	100	0
December 2024	99.8	0.2	100	0
January 2025	99.4	0.6	100	0
February 2025	100	0	99.8	0.2
March 2025	99.8	0.2	100	0
April 2025	100	0	97.5	2.5
Average for period	99.7	0.3	99.4	0.6

5. Occurrences of breaches of the law

There are many laws relating to the Local Government Pension Scheme, with various individuals, including the Pension Committee and Local Pension both (collectively and as individuals) having a statutory duty to report material breaches of those laws to the Regulator. The Northamptonshire Pension Fund maintains a record of both material breaches that are reported to the Pensions Regulator as well breaches that are deemed not to be of material significance and so are not reported to the Pensions Regulator.

For the period 1 March to 31 May 2025 the following breaches of the law occurred:

Type of breach	Detail of breach	Course of action
Material	None	None
Non-material	7 refund of contribution payments were paid outside of the statutory 5-year period.	No further action at this stage, it is likely that the legislation surrounding this will be amended to remove the 5-year requirement.
	1 refund of contribution payment paid to a member over the age of 75.	Unauthorised payment made with the member electing to self- declare to the HMRC.
	Missed statutory targets against Key Performance Indicators.	Customer journey KPIs are reliant on multiple parties in order to meet statutory requirements. The Pensions Service is only in control of its own processes and therefore breaches may occur where responsibility lies outside of the service.

6. Details of any Internal Dispute Procedure cases

Stage 1:

Nature Dispute	Date Dispute Received	Date Decision Due	Stage 1 Decision: Member complaint upheld/not upheld/partially upheld (Head of Pensions)	Date of Adjudication
Unable to trace transfer of pension rights from previous scheme	23/01/2025		Not Upheld	25/04/2025
Delay in providing a retirement estimate together with incorrect information	29/04/2025	28/06/2025		Ongoing
Delays in providing retirement information and delays in paying AVCs	29/04/2025	28/06/2025		Ongoing

Stage 2:

Nature Dispute	Date Dispute Received	Date Decision Due	Stage 2 Member complaint upheld/not upheld/partially upheld (Monitoring Officer)	Date of Adjudication
Appeal against Stage 1 dispute where member received delays in providing Flexible Retirement estimate and that CPF should honour a quotation that produced zero pension strain costs.	05/03/2025	04/05/2025 extended to 14/05/2025	Upheld stage 1 partial adjudication	Ongoing