

London Borough of Enfield Pension Fund –

Annual Administration – Key Performance Indicators (TPR) – 1st April 2020 to 31st March 2021

Key Performance Indicators					
Process	No of cases completed	Good Practice Requirement	%	within timescales	outside
Deaths – letter notifying amount of dependants pension	140	2 Months	94.02%	93	47
Retirements – letter notifying estimate of retirement benefits	587	2 Months	95.91%	563	24
Retirements – letter notifying actual retirement benefits	343	2 Month	78.82%	270	73
Transfers in/out - letter detailing transfer quote	382	2 Months	77.23%	295	63
Transfers in/out – letter detailing actual transfer	205	2 Months	72.68%	149	56
Refund – process and pay a refund	86	2 Months	96.51%	83	3
Divorce quote - letter detailing cash equivalent value and other benefits	27	2 months	66.67%	18	9
Divorce settlements – letter detailing implementation of pension sharing	1	3 Months	0%	1	1
Joiners – notifications of date of enrolment	1,043	2 Months	100.00%	1,043	0
Deferment – calculate and notify deferred benefits	1,045	2 Months	84.31	881	164



The Pensions Section
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