

Process	CIPFA Suggested Fund KPI	Legal Requirement (from notification)	Current SYPA KPI	Proposed SYPA KPI	Customer Feedback (average from responses received)	Other BCPP Funds (average)	BCPP Fund 1	BCPP Fund 2	BCPP Fund 3
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
<b>Deaths</b> - Initial letter acknowledgement death of active / deferred / pensioner member	5 days	2 months	4 days for complete process	5 days		c.7 days	5 days	10 days	5 days
<b>Deaths</b> – Letter notifying amount of dependent’s benefit	10 days	2 months	4 days for complete process	5 days		c.8 days	5 days	10 days	10 days
<b>Estimates</b> – Projection for member considering future retirement	15 days	2 months	5 days	No change	11 days	c.13 days	10 days	20 days	10 days
<b>Retirements</b> – Letter notifying actual retirement benefits (include all retirement types; normal, ill health, early, late etc).	15 days	2 months	5 days	No change	10 days	c.12 days	10 days	10 days	15 days

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<b>Retirements</b> – process and pay lump sum retirement grant (include all retirement types; normal, ill health, early, late etc).	15 days	2 months	5 days	No change	11 days	c.9 days	3 days	10 days	15 days
<b>Deferment</b> – calculate and notify deferred benefits	30 days	2 months	20 days	No change		c.47 days	20 days	60 days	60 days
<b>Transfers In</b> – Letter detailing transfer <i>in</i> quote	10 days	2 months	7 days	10 days		30 days	35 days	35 days	20 days
<b>Transfers Out</b> – Letter detailing transfer <i>out</i> quote	10 days	3 months	5 days	10 days	20 days	c.33 days	20 days	60 days	20 days
<b>Refund</b> – Process and pay a refund	10 days	2 months	9 days	No change		c.13 days	10 days	10 days	20 days
<b>Divorce Quote</b> – Letter detailing cash equivalent value and other benefits	45 days	3 months	5 days	10 days		c.17 days	20 days	15 days	Not published

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<b>Divorce Settlement</b> – Letter detailing implementation of Pension Sharing Order	15 days	3 months	5 days	10 days		55 days	80 days	30 days	Not published
<b>Joiners</b> – Send notification of joining the LGPS to scheme member	40 days	2 months	5 days	10 days		c.17 days	10 days	10 days	30 days

**NB:** All measures commence from when the Fund receives the last piece of information required in order to complete the task and ends once the process is completed.