

Ref	Process	The Regulations that apply	The time limits	Number of Cases Q1	SYPA compliance within disclosure Q1	SYPA Compliance when exclude time waiting on third party Q1	Number of Cases Q2	SYPA compliance within disclosure Q2	SYPA Compliance when exclude time waiting on third party Q2	Number of Cases Q3	SYPA compliance within disclosure Q3	SYPA Compliance when exclude time waiting on third party Q3	Number of Cases Q4	SYPA compliance within disclosure Q4	SYPA Compliance when exclude time waiting on third party Q4
JOINING & CONTRIBUTING MEMBERS															
1	Joiner (Applies to all new joiners)	The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 - SI 2734 Regulation 6 - Basic scheme information	Basic information about the LGPS must be provided to a member within one month of receiving jobholder information telling us that the member has enrolled or re-enrolled under the Automatic Enrolment Regulations, or if not, within two months of the date that they became an active member.								NA. This is an employer responsibility, though we may wish to measure our own documentation.	NA. This is an employer responsibility, though we may wish to measure our own documentation.		NA. This is an employer responsibility, though we may wish to measure our own documentation.	NA. This is an employer responsibility, though we may wish to measure our own documentation.
2	Transfer Value In - Quotation (Applies to all contributors or prospective contributors who are enquiring about transferring benefits in)	The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 - SI 2734 Regulation 14 - Transfer credits	A statement, containing details of the cash equivalent transfer value provided by another scheme and what transfer credits this would buy in the LGPS, must be provided to a member or prospective member within two months of the date of their request. The two month time limit includes the time taken to obtain transfer value information from the ceding scheme.	111	96.40%	99%	106	83.96%	95.28%	110	99.09%	100%	196	77.04%	100%
3	Transfer Value In - Payment (Applies to all contributors who have elected to transfer benefits in)	Pension Schemes Act 1993 Regulation 99 - Trustees duties after exercise of option	If the member makes an election to transfer, a Club or non Club transfer in payment must be sent by the previous scheme (possibly via the scheme member) within six months of the date the quotation was issued.	87	100%	100%	81	100%	100%	53	100%	100%	161	100%	100%
		The Local Government Pension Scheme Regulations 2013 - SI 2013 No. 2356 Regulation 73 - Notification of first instance decisions	The six month time limit should include the requirement to issue a "first instance decision" of the effect of the transfer credit on the members LGPS benefits under Reg 73 of the LGPS regs ("notified of it in writing by the body which made it as soon as is reasonably practicable after the decision is made".)												
4	Pension Savings Statements	The Registered Pension Schemes (Provision of Information) Regulations 2006	Pension Savings Statements as at 5 April must be provided to active members who have exceeded the annual allowance no later than 6 October each year If a member makes a request in writing to receive it earlier, it should be supplied to the member unless there is a reason why the Administering Authority is unable to do so.												Due by 6/10/2022
5	Active Member Benefit Statements (Applies to all contributors who were contributors on 31 March)	The Local Government Pension Scheme Regulations 2013 - SI 2013 No. 2356 Regulation 89 - Annual benefit statements (Also Section 14 Chapter 25 Public Service Pensions Act 2013)	Annual benefit statements as at 31 March must be provided to active members no later than 31 August. If a member makes a request in writing to receive it earlier, it should be supplied to the member unless there is a reason why the Administering Authority is unable to do so.			Not Due until 31/8/2021	44,220	> 99.5%	NA		Due by 31/8/2022			Due by 31/8/2022	
MEMBERS WHO ARE LEAVING OR HAVE LEFT THE LGPS BEFORE RETIREMENT															
6	Deferred Benefit - Notification of Entitlement (Applies to any member who leaves before they have reached their normal pension age)	The Occupational Pension Schemes (Preservation of Benefit) Regulations 1991 Regulation 27A - Information to be furnished to early leavers	Details of all the rights and options that a member has when leaving before their normal pension age must be provided to the member within two months of the date that the Administering Authority has been informed that they have left.	784	69.26%	100%	888	59.23%	94%	877	87.57%	94.87%	946	75.90%	100%
7	Transfer Value Out - Quotation (Applies to leavers who are entitled to transfer out of the Scheme or contributors who want a quotation because they are due to leave shortly or for another reason)	Occupational Pension Schemes (transfer values) Regulations 1996 Part III - Statements of entitlement and calculation of transfer values - (11) Disclosure	Unless a CETV quote has already been provided within the last twelve months, a quote must be provided to the member within three months of the date that they make the request.	101	64.36%	100%	144	85.42%	100%	127	88.19%	100%	234	93.60%	100%

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8	Transfer Value Out - Payment (Applies to any leaver who is entitled to a transfer out)	Pension Schemes Act 1993 Regulation 99 - Trustees duties after exercise of option	If the member makes an election to transfer, a Club or non Club transfer out payment must be issued within six months of the date the quotation was issued.	21	100%	100%	28	100%	100%	21	100%	100%	70	100%	100%
9	Deferred Member and Pension Credit Member Benefit Statements (Applies to all deferred members, deferred pensioners and pension credit members who were deferred on 31 March)	The Local Government Pension Scheme Regulations 2013 - SI 2013 No. 2356 Regulation 89 - Annual benefit statements (Also Section 14 Chapter 25 Public Service Pensions Act 2013)	Annual benefit statements as at 31 March must be provided to deferred members no later than 31 August. If a member makes a request in writing to receive it earlier, it should be supplied to the member unless there is a reason why the Administering Authority is unable to do so.			Not Due until 31/8/2021	45,826	>99.5%	NA		Due by 31/8/2022			Due by 31/8/2022	
RETIRING & RETIRED MEMBERS															
10	Immediate Payment of Pension - Offer (Applies to all contributors who are entitled to the immediate payment of benefits)	The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 - SI 2734 Regulation 16 - Statement of benefits: non money purchase benefits	A statement containing retirement benefit information must be provided to the member within two months of the member's request.	802	92.02%	100%	1167	93.74%	100%	1368	92.25%	100%	1316	90.02%	100%
11	Immediate Payment of Pension - Payment (Applies to all contributors who are entitled to the immediate payment of benefits)	The Local Government Pension Scheme Regulations 2013 - SI 2013 No. 2356 Regulation 73 - Notification of first instance decisions	A statement confirming the final amounts payable must be provided to the member as soon as is reasonably practicable.	777	90.48%	100%	659	91.54%	100%	755	81.72%	100%	742	99.06%	100%
ALL MEMBERS															
12	Divorce information - quotation (Applies to all members who need pension information required for divorce proceedings)	The Pensions on Divorce etc. (Provision of Information) Regulations 2000 Regulation 2 - Basic information about pensions and divorce	Information for divorce purposes must be provided within six weeks or a shorter period as specified by the court if court proceedings have commenced, or within three months if not.	55	72.72%	100%	57	96.49%	100%	67	83.58%	100%	93	82.65%	100%
13	Divorce information - pension sharing order received - pre implementation (Applies to all members who have had a pension sharing order made as part of their divorce proceedings)	The Pensions on Divorce etc. (Provision of Information) Regulations 2000 Regulation 7 - Provision of information after receiving a pension sharing order	Statements containing the listed information must be provided to the relevant parties within 21 days of the order being received	5	100%	100%	3	60%	100%	4	25%	100%	4	100%	100%
BEREAVEMENTS															
14	Death (all types) (Applies to all beneficiaries)	The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 - SI 2734 Regulation 21 - Accessing benefits on the death of the member or beneficiary	Information must be provided to beneficiaries within two months of the Administering Authority becoming aware of the death.	343	98.25%	100%	224	99.55%	100%	306	99.81%	100%	311	99.68%	100%
		The Local Government Pension Scheme Regulations 2013 - SI 2013 No. 2356 Regulation 73 - Notification of first instance decisions	Information must be provided to beneficiaries as soon as is reasonably practicable.	257	100%	100%	302	100%	100%	404	100%	100%	463	100%	100%