



The Local Government Pension Scheme - LGPS Service Standards

What can you expect from us?

Pensions have in place a number of performance indicators which concentrate on the main services provided. These are:-

Performance Measures	Target
To process all retirement benefits within 30 days of the Pensions Section being provided with all necessary information.	95%
To pay all transfer value within 21 days of the Pension Section receiving the member's option.	95%
To pay death benefits within 20 days of the Pension Section receiving the necessary information.	95%
To pay contribution refunds within 15 days of the Pension Section receiving the members option.	95%
To provide information or a reply to general correspondence, from both employees and employers, within 10 working days.	95%

Performance Measures cont'd	Target
To answer telephone calls within 10 Seconds.	90%
To process new member information within 30 days of the Pension Section receiving the data e.g. to create an account on AXIS, our pensions administration system.	95%
To provide active and deferred members with an annual statement showing their current and prospective pension entitlement.	99%
We will send each scheme member a News Letter, at least once a year detailing scheme changes and other developments.	99%
Annually, we will offer each scheme member the chance to attend a scheme members' meeting.	99%

We will provide scheme members with an annual statement showing our performance against these targets.

For more information regarding the Local Government Pension Scheme - LGPS or our standards of service please

CONTACT :-

The Pension Section, Resources Directorate,
Northumberland County Council, County
Hall, Morpeth Northumberland NE61 2EF
or call

01670 533377