

HILLINGDON LGPS FUND Period: 22 - 28 June 2020

Key Performance Measure	Current Period 22-28 June				Progress
	Cases outstanding 22/06/20	Cases received	Cases completed	Cases outstanding 28/06/20	
DEATH INITIAL STAGE	40	0	2	38	↑
SURVIVOR'S PENSION	21	3	2	22	↓
DEATH GRANT PAYMENT	4	0	0	4	↔
DEATH UNDER/OVERPAYMENT	47	0	3	44	↑
RETIREMENT	25	8	6	27	↓
REFUNDS	543	2	7	538	↑
TOTAL	680	13	20	673	↑

Death Initial Stage	Cease pension, send condolences letter, request details of any dependants / beneficiaries and send claim forms for any balance / overpayment / Death Grant.
Survivor's pensions	Upon receipt of all relevant certificates, forms and supporting evidence set up all survivor's pensions on the payroll and send each beneficiary a pension statement.
Death grant payment	Upon receipt of all the certificates, claim forms and details of potential beneficiaries pay the Death Grant.
Death Under/overpayment	Any balance of pension should be paid and the return of any overpayment requested. The Pension Section should notify the relevant parties of any payments / decisions in writing.
Retirement	Upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.
Refund	Check the record, calculate the refund due and make payment



