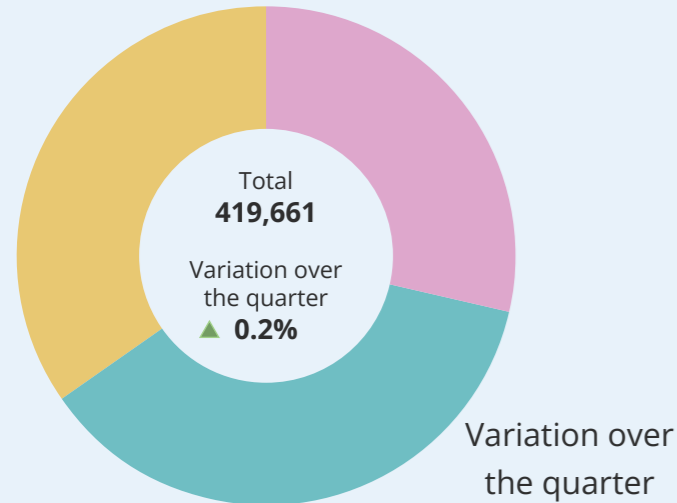


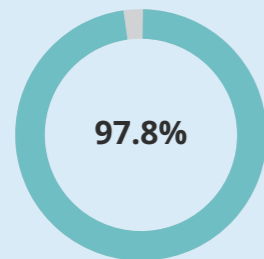
MEMBERSHIP



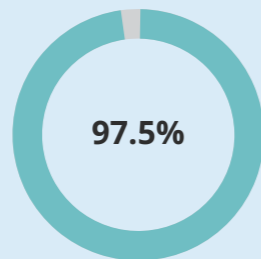
Contributors	120,502	▼ 0.4%
Benefits on hold	154,289	▲ 0.4%
Pensioners	144,870	▲ 0.4%

Those with benefits on hold include members entitled to deferred benefits and refunds. The total for Pensioners includes accounts for dependants who are receiving a pension.

DATA QUALITY AND KEY TARGETS



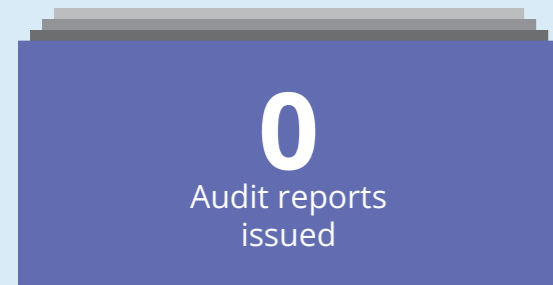
Common data score



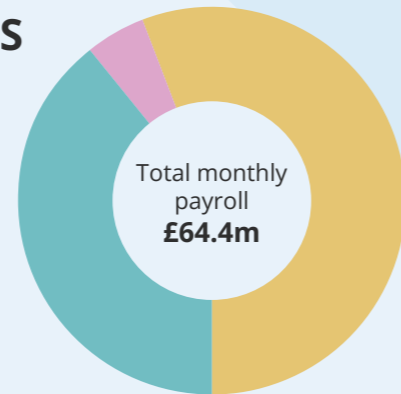
Scheme specific data score

Variation since last measured: 0.0%

ASSURANCE

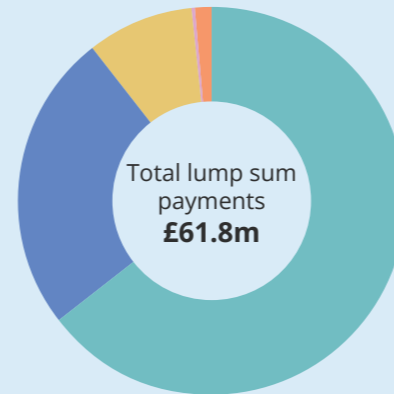


PAYMENTS



Advance	£25.4m
Mid	£3.1m
Arrears	£35.9m

Amounts are those paid in the last month of the quarter.

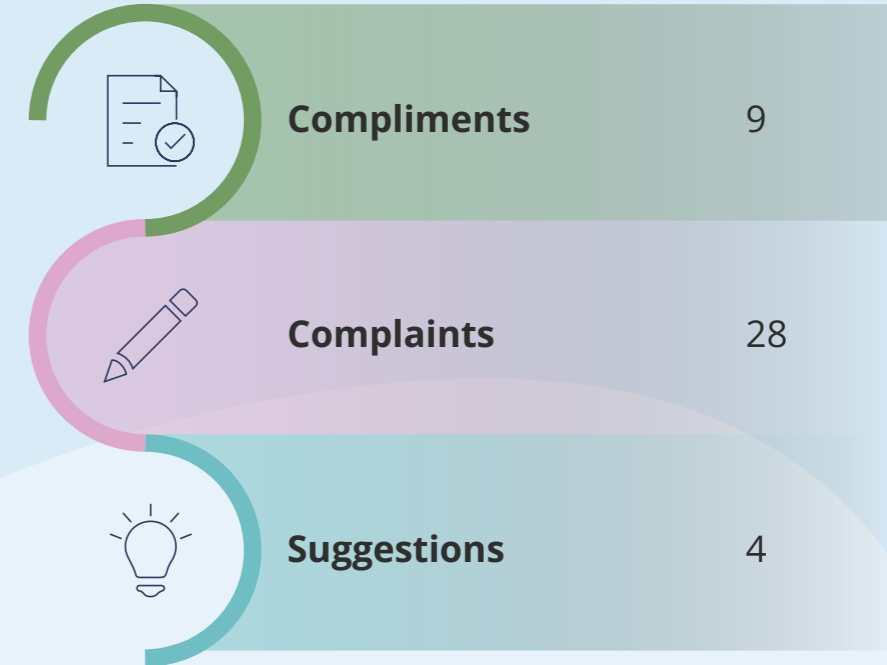


Retirement lump sum	£40.0m
Transfers out	£15.4m
Death grants	£5.4m
Refunds	£0.3m
Trivial commutations	£0.7m

Our vision

To administer GMPF successfully, in a cost effective way, whilst meeting member expectations and ensuring our statutory duties are met.

FEEDBACK



Figures are those received over the quarter.

COMPLIANCE

- ✓ Monthly data breach meetings held
- ✓ Monthly mortality screenings done
- ✓ Anti-fraud checks carried out
- ✓ HMRC reports submitted (for AA & LTA)

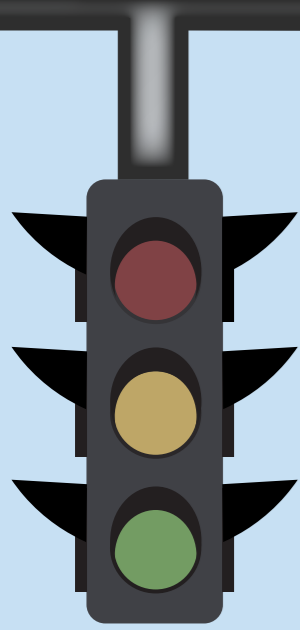
Breaches of the law reported to TPR	0
Data breaches reported to ICO	0
Fraud cases identified	0
Cyber security successful breaches	0
Fines issued to employers	0

AWARDS



Pension Fund Communication Award
European Pension Awards





1

CASEWORK INDICATORS - STATUTORY TARGETS

	Processed	% in time
High - within targets		
Bulk benefits on hold	393	100.0%
Deferred retirement quote	1566	92.5%
Dependants benefits	438	96.6%
Divorce quote	52	98.1%
Divorce - PSO pre implementation	2	100.0%
Immediate retirement quote	712	98.9%
Revised pay (Deaths)	3	100.0%
Transfer in payment	21	100.0%
Transfer in quote	52	100.0%
Transfer out payment	40	100.0%
Transfer out quote	494	98.8%
Medium - mostly within targets		
Benefit estimate	308	83.1%
Benefits on hold	2044	70.8%
Deferred retirement payment	1068	81.8%
Divorce - PSO post implementation	11	0.0%
Immediate retirement payment	854	84.3%
New joiners	5494	87.6%
Refund quote	41	87.8%
Revised pay (Imm and DIP)	148	15.5%

2

KEY CASEWORK INDICATORS - INTERNAL TARGETS

	Processed	% in time
High - within targets		
Bulk benefits on hold	393	100.0%
Death notifications	1220	93.3%
Deferred retirement payment	1068	90.8%
Dependants benefits	438	96.8%
Divorce quote	52	94.2%
Emails	694	98.3%
Immediate retirement payment	854	95.3%
Letters	486	97.7%
New joiners	5494	99.5%
Refund payment	320	97.2%
Transfer in payment	21	100.0%
Transfer in quote	52	94.2%
Transfer out quote	494	98.2%
Medium - mostly within targets		
Benefits on hold	2044	57.1%
Deferred retirement quote	1566	30.9%
Divorce - PSO post implementation	11	54.6%
Immediate retirement quote	712	36.1%
Refund quote	41	34.2%
Transfer out payment	40	85.0%

3

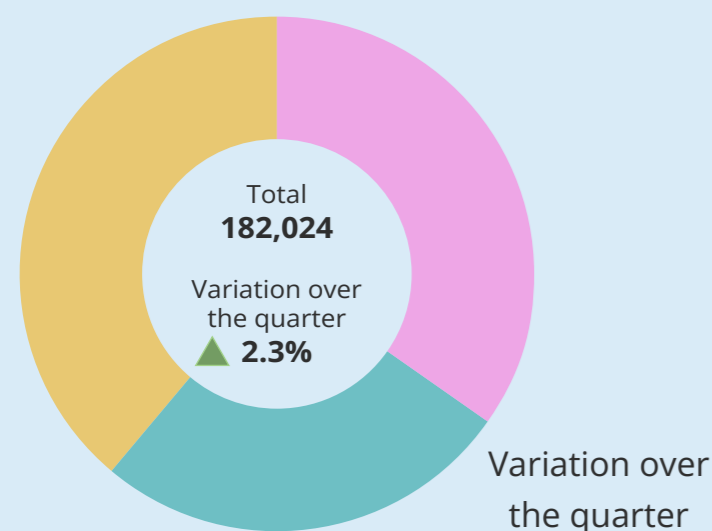
KEY PROJECT WORK

- On track**
 - Contact centre developments
 - Issuing Annual Benefit Statements
 - Issuing Pension Saving Statements
 - M365 Sharepoint migrations
 - New print and comms contracts
 - Pensions Dashboard preparations
 - Production of the annual report
 - Staff Circle system implementation
 - Website platform changes
- Slight lag**
 - Cyber security - next phase
 - Enhancing customer experience
 - Improving meeting room technology
 - McCloud
 - My Pension online enhancements
 - PASA accreditation
 - Payroll automation (EA2P)

**Members can obtain their own quote immediately by using My Pension, but there is a delay for quotes issued by GMPF due to current demand*

MY PENSION

REGISTRATION FIGURES



Contributors	63,631	▲ 1.8%
Benefits on hold	48,049	▲ 2.7%
Pensioners	70,344	▲ 2.6%

198,778

Total log ins to My Pension

▼ 15.2%

137,168

45,432 unique users

Calculator usage

▲ 2.4%

29,564

Visit to the ABS page

▲ 16.1%

26,152

Nomination updates

▼ 11.2%

19,012

Personal data updates

▼ 14.1%



19,553

Total calls received

00:07:14

Average call wait time

● Medium - mostly within targets



My Pension email queue

429

Total emails received

20:10:21

Average wait response time

● High - within target



Other emails

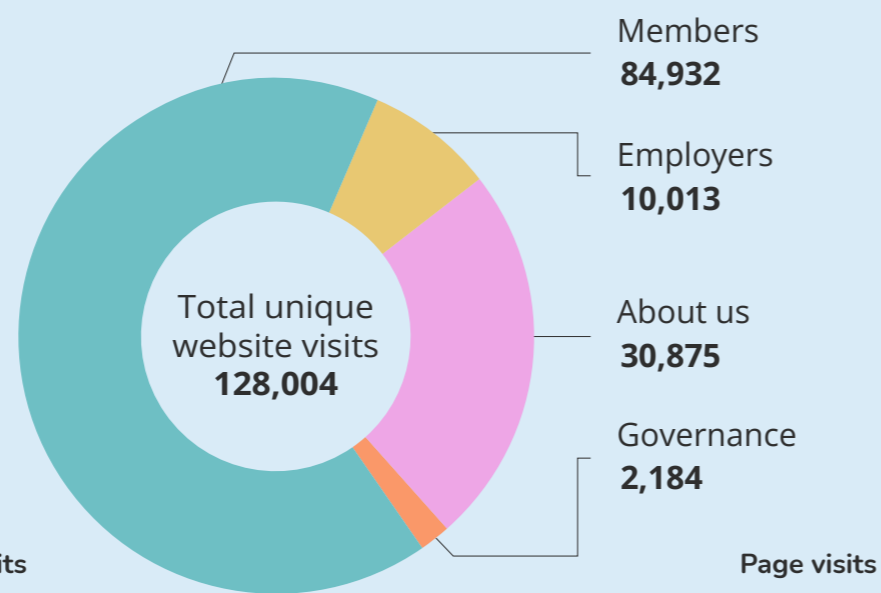
1174

Total emails received

● Medium - mostly within targets

Top five contact reasons

- ① Retirement query - Chasing/Checking status
- ② My Pension - Registration issues
- ③ Reporting an event/change - Address change
- ④ Retirement query - Obtaining figures
- ⑤ General LGPS or joining query - Combining benefits or transferring in



Top five page visits

	Page visits
① /about/contact-us	7,439
② /members/retiring/when-and-how-can-you-retire	6,577
③ /members/retiring/early-retirement-factors	4,318
④ /members/Topping-up-your-benefits/ways-you-can-top-up-your-pension	3,974
⑤ /members/Retiring/access-your-benefits-on-hold	3,823



Members

8
Events held

729
Attendees

Events type held and popularity

- ① Pre retirement
- ② Overview presentation
- ③ ABS
- ④ Topping up

EVENTS



Employers

21
Events held

179
Attendees

Events type held and popularity

- ① McCloud
- ② Year in review focus group
- ③ Retirements and leavers
- ④ Pensionable pay