

Fund performance - Key Performance Indicators

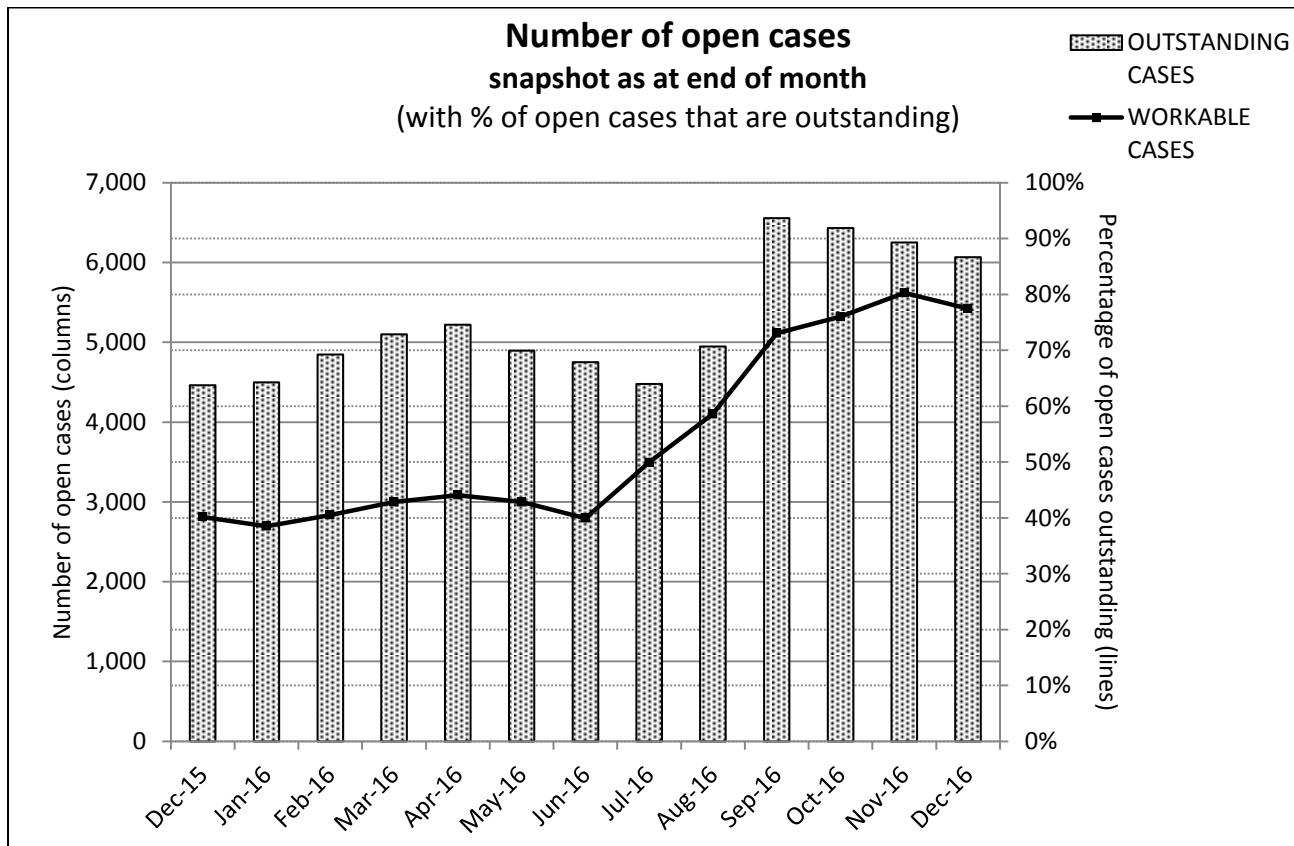
as at 31 December 2016

Appendix 2

SLA standards for processing admin tasks		3 months to 31/12/16	2015/16 actual	2016/17 target	New RAG	Previous RAG scale	Periods ago			Notes
							1	2	3	
Retirement (from Active)	Quote - 5 days	21.47%		100%	R	A				354 cases 76 within target
	Payment - 5 days	38.89%		100%	R	A				342 cases 133 within target
Retirement (from Deferred)	Quote - 30 days	27.50%		100%	R	A				40 cases 11 within target
	Payment - 5 days	60.00%		100%	R	G				115 cases 69 within target
Deaths	Notification - 5 days	82.76%		100%	A	G				116 cases 96 within target
	Payment - 5 days	23.64%		100%	R	A				55 cases 13 within target
Refund of contributions	Quote - 5 days	14.29%		100%	R	R				441 cases 63 within target
	Payment - 10 days	68.84%		100%	R	G				398 cases 274 within target
Deferreds (early leavers)	20 days	5.85%		100%	R	R				598 cases 35 within target
Transfers In	Quote - 10 days	15.15%		100%	R	R				33 cases 5 within target
	Payment - 10 days	0		100%						No cases processed in period
Transfers Out	Quote - 10 days	5.29%		100%	R	R				189 cases 10 within target
	Payment - 10 days	47.06%		100%	R	A				17 cases 8 within target
Estimates	10 days	N/A		100%						No data available at present
Year End data from employer	by 30 June	0	95%	100%	G					N/A this period
Issue ABS	by 31 August	0	96%	100%	G					N/A this period
Notify scheme changes	within 3 months	0	100%	100%	G					N/A this period
Issue Active newsletter	2 per year	0	2	2	G					None issued this period
Issue Pensioner newsletter	1 per year	0	1	1	G					None issued this period
Other performance standards										
Retirements survey - satisfaction %		72%		65%	G					New survey implemented
% of employers signed up to submit data electronically (ESS/iConnect)		74.39%	58%	70%	G					New reporting criteria
% of active membership covered by ESS/iConnect		97.74%	72%	90%	G					New reporting criteria
% of all members with electronic access (MSS)		14.56%								No annual target set
% of active members with electronic access (MSS)		18.62%								No annual target set

New RAG Key		Previous RAG	
Red	Less than 75%	Red	Less than 20%
Amber	75 - 89%	Amber	21% - 59%
Green	90 - 100%	Green	60 - 100%

Annex 2



Annex 3

