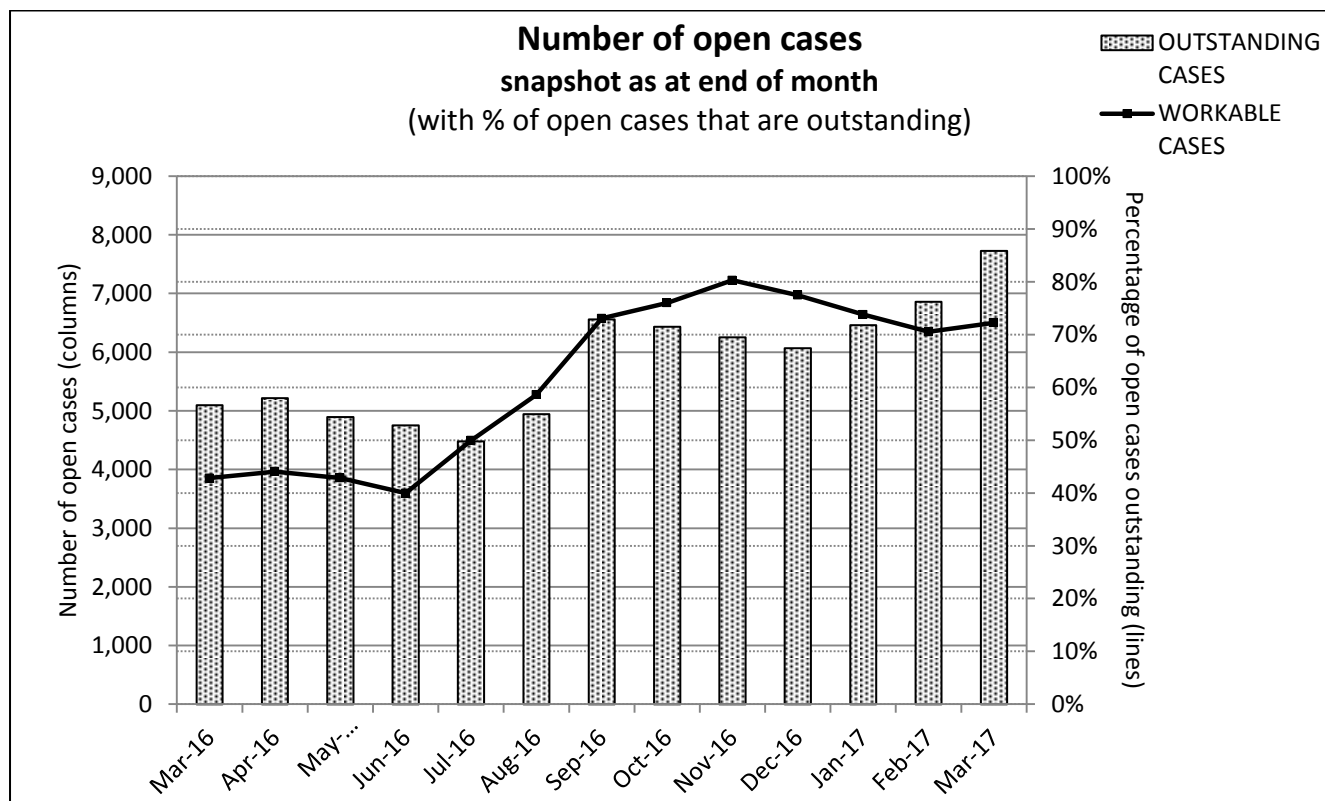


SLA standards for processing admin tasks		3 months to 31/12/16	Average days to process	2015/16 actual	2016/17 target	RAG	Periods ago			Trend	Notes
							1	2	3		
Retirement (from Active)	Quote - 5 days	56.21%	11 days		100%	R	R			▲	290 cases 163 within target
	Payment - 5 days	53.65%	14 days		100%	R	R			▲	274 cases 147 within target
Retirement (from Deferred)	Quote - 30 days	38.81%			100%	R	R			▲	67 cases 26 within target
	Payment - 5 days	70.70%			100%	R	R			▲	157 cases 111 within target
Deaths	Notification - 5 days	81.90%	4 days		100%	A	A			◆	116 cases 95 within target
	Payment - 5 days	19.13%	16 days		100%	R	R			▼	115 cases 22 within target
Refund of contributions	Quote - 5 days	62.45%			100%	R	R			▲	687 cases 429 within target
	Payment - 10 days	78.59%			100%	A	R			▲	327 cases 257 within target
Deferreds (early leavers)	20 days	5.92%			100%	R	R			▲	355 cases 21 within target
Transfers In	Quote - 10 days	17.57%			100%	R	R			▲	74 cases 13 within target
	Payment - 10 days	0			100%						No cases processed in period
Transfers Out	Quote - 10 days	11.11%			100%	R	R			▲	216 cases 24 within target
	Payment - 10 days	32.26%			100%	R	R			▼	31 cases 10 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)		66%		58%	70%		G				
% of active membership covered by ESS/iConnect		98%		72%	90%		G				
% of all members with electronic access (MSS)		15%									No annual target set
% of active members with electronic access (MSS)		19%									No annual target set

RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%

Annex 2



Annex 3

