






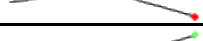



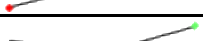



Annex 1

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA	Q3 Jul 16 - Sept 16	Q4 Oct 16 - Dec 16	Q1 Jan 17 - Mar 17	Q2 Apr 17 - Jun 17	Trend
Retirement (from Active)	Quote - 5 days	n/a	21.47%	56.21%	62.41%	
	Payment - 5 days	n/a	38.89%	53.65%	64.08%	
Retirement (from Deferred)	Quote - 30 days	n/a	27.50%	38.81%	46.81%	
	Payment - 5 days	n/a	60.00%	70.70%	71.51%	
Deaths	Notification - 5 days	n/a	82.76%	81.90%	100.00%	
	Payment - 5 days	n/a	23.64%	19.13%	59.09%	
Refund of contributions	Quote - 5 days	n/a	14.29%	62.45%	86.46%	
	Payment - 10 days	n/a	68.84%	78.59%	56.43%	
Deferreds (early leavers)	Notification - 20 days	n/a	5.85%	5.92%	27.71%	
Transfers In	Quote - 10 days	n/a	15.15%	17.57%	43.24%	
	Payment - 10 days	n/a	0.00%	0.00%	0.00%	
Transfers Out	Quote - 10 days	n/a	5.29%	11.11%	12.22%	
	Payment - 10 days	n/a	47.06%	32.26%	66.67%	
Estimates	Quote - 10 days	n/a	n/a	n/a	n/a	

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

Annex 2

		Tasks Last Quarter				
		Total Processed	Total Processed in Target	Percentage Processed within Target	Total Processed within 5 days of Target	Percentage Processed within 5 days of Target
Retirement (from Active)	Quote - 5 days	266	166	62.41%	54	82.71%
	Payment - 5 days	206	132	64.08%	44	85.44%
Retirement (from Deferred)	Quote - 30 days	47	22	46.81%	25	100.00%
	Payment - 5 days	179	128	71.51%	26	86.03%
Deaths	Notification - 5 days	90	90	100.00%	0	100.00%
	Payment - 5 days	66	39	59.09%	22	92.42%
Refund of contributions	Quote - 5 days	539	333	86.46%	133	86.46%
	Payment - 10 days	342	193	56.43%	59	73.68%
Deferreds (early leavers)	20 days	1097	304	27.71%	39	31.27%
Transfers In	Quote - 10 days	74	32	43.24%	29	82.43%
	Payment - 10 days	5	1	0.00%	0	20.00%
Transfers Out	Quote - 10 days	180	22	12.22%	11	18.33%
	Payment - 10 days	12	8	66.67%	1	75.00%
Estimates	10 days	n/a	n/a	n/a	n/a	n/a
		3103	1470	47.37%	443	61.65%

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

		Tasks Last Quarter							
		Average Days to Process	Actual Days to Process						
			0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31+
Retirement (from Active)	Quote - 5 days	7	166	54	17	7	6	3	13
	Payment - 5 days	4	132	44	16	5	1	2	6
Retirement (from Deferred)	Quote - 30 days	36	12	5	3	2	0	0	25
	Payment - 5 days	1	128	26	11	7	1	2	4
Deaths	Notification - 5 days	2	90	0	0	0	0	0	0
	Payment - 5 days	6	39	22	4	1	0	0	0
Refund of contributions	Quote - 5 days	8	333	133	28	8	4	6	27
	Payment - 10 days	10	114	79	59	74	10	5	1
Deferreds (early leavers)	20 days	47	64	90	42	108	39	39	715
Transfers In	Quote - 10 days	19	15	17	29	3	0	1	9
	Payment - 10 days	19	1	0	0	1	1	0	2
Transfers Out	Quote - 10 days	35	12	10	11	9	14	26	98
	Payment - 10 days	8	6	2	1	3	0	0	0
Estimates	10 days	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

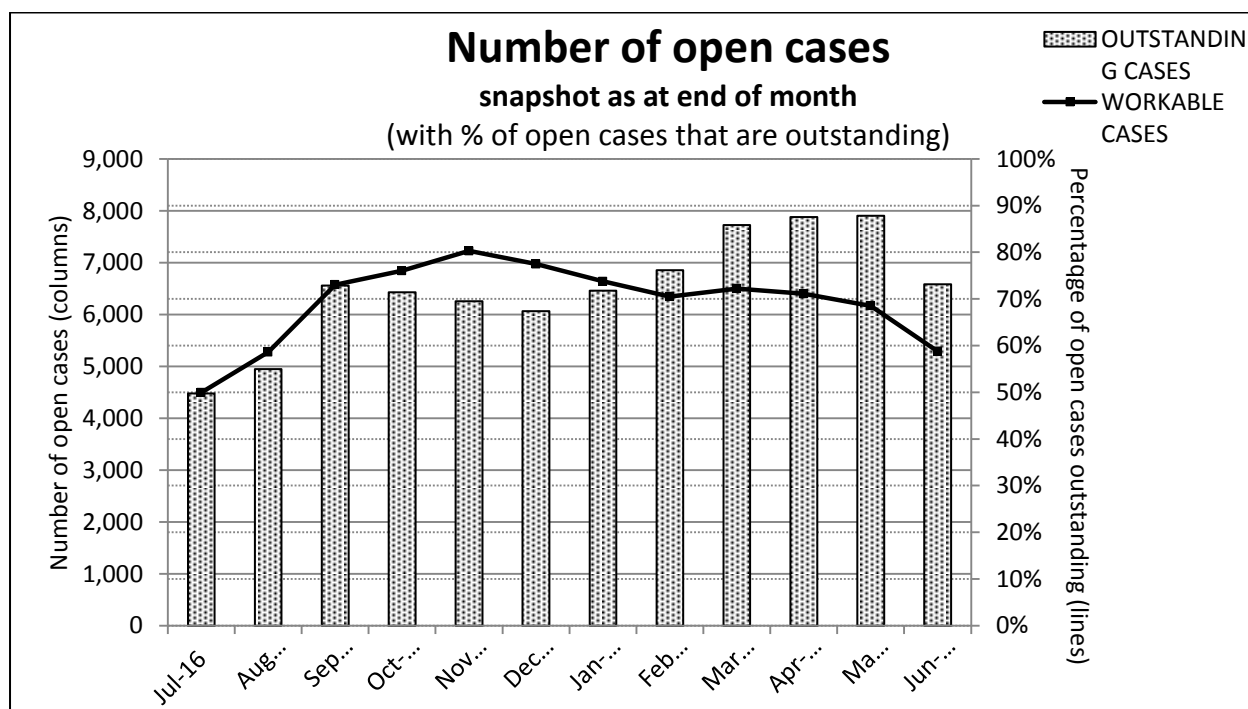
Annex 3

Statutory requirements	Timescale/deadline	3 months to 30/06/17	Notes
Year End data from employer	by 30 June	100% data received	
Issue ABS	by 31 August	0	N/A this period
Notify scheme changes	within 3 months	0	N/A this period
Issue Active member newsletter	2 issues per year	0	N/A this period
Issue Pensioner member newsletter	1 issue per year	1	Issued April 2017 with P60s

Annex 4

Other performance standards	3 months to 30/06/17	2016/17 target	Notes
Retirements survey - satisfaction %	68%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	64.9%	70%	
% of active membership covered by ESS/iConnect	97.6%	90%	
% of all members with electronic access (MSS)	15.8%	No target	
% of active members with electronic access (MSS)	20.3%	No target	

Annex 5



Annex 6

