

Annex 1

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA	Q4 Oct 16 - Dec 16	Q1 Jan 17 - Mar 17	Q2 Apr 17 - Jun 17	Q3 Jul 17 - Sept 17	Trend
Retirement (from Active)	Quote - 5 days	21.47%	56.21%	62.41%	30.10%	
	Payment - 5 days	38.89%	53.65%	64.08%	44.22%	
Retirement (from Deferred)	Quote - 30 days	27.50%	38.81%	46.81%	34.00%	
	Payment - 5 days	60.00%	70.70%	71.51%	53.29%	
Deaths	Notification - 5 days	82.76%	81.90%	100.00%	90.48%	
	Payment - 5 days	23.64%	19.13%	59.09%	32.89%	
Refund of contributions	Quote - 5 days	14.29%	62.45%	86.46%	67.48%	
	Payment - 10 days	68.84%	78.59%	56.43%	96.79%	
Deferreds (early leavers)	Notification - 20 days	5.85%	5.92%	27.71%	95.56%	
Transfers In	Quote - 10 days	15.15%	17.57%	43.24%	24.44%	
	Payment - 10 days	n/a	n/a	20.00%	33.33%	
Transfers Out	Quote - 10 days	5.29%	11.11%	12.22%	33.10%	
	Payment - 10 days	47.06%	32.26%	66.67%	38.46%	
Estimates	Quote - 10 days	n/a	n/a	n/a	65.52%	

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

Annex 2

		Tasks Last Quarter against SLA								
		Total Processed	Total Processed in Target	Percentage Processed within Target	Total Processed within 5 days of Target	Percentage Processed within 5 days of Target	Legal requirement			
							Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Quote - 5 days	299	90	30.10%	77	55.85%	1 month	199	190	95.48%
	Payment - 5 days	199	88	44.22%	49	68.84%				
Retirement (from Deferred)	Quote - 30 days	100	34	34.00%	3	37.00%				
	Payment - 5 days	152	81	53.29%	25	69.74%				
Deaths	Notification - 5 days	84	76	90.48%	8	100.00%	2 months	84	84	100.00%
	Payment - 5 days	76	25	32.89%	30	72.37%	2 months	76	76	100.00%
Refund of contributions	Quote - 10 days	123	83	67.48%	21	84.55%				
	Payment - 10 days	280	271	96.79%	5	98.57%				
Deferreds (early leavers)	20 days	90	86	95.56%	0	95.56%				
Transfers In	Quote - 10 days	45	11	24.44%	4	33.33%				
	Payment - 10 days	27	9	33.33%	2	40.74%				
Transfers Out	Quote - 10 days	281	93	33.10%	55	52.67%				
	Payment - 10 days	26	10	38.46%	7	65.38%				
Estimates	10 days	174	114	65.52%	16	74.71%				
		1956	1071	54.75%	302	70.19%				

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	11	90	77	60	40	17	8	7
	Payment - 5 days	6	88	49	40	13	6	2	1
Retirement (from Deferred)	Quote - 30 days	54	37	4	6	3	3	10	37
	Payment - 5 days	-3	81	25	25	9	8	4	0
Deaths	Notification - 5 days	3	76	8	0	0	0	0	0
	Payment - 5 days	9	25	30	11	5	2	2	1
Refund of contributions	Quote - 5 days	10	45	38	21	17	1	0	1
	Payment - 10 days	4	245	26	5	3	0	0	1
Deferreds (early leavers)	20 days	9	67	19	0	0	0	1	3
Transfers In	Quote - 10 days	31	7	4	4	0	1	2	18
	Payment - 10 days	22	2	7	2	3	1	0	12
Transfers Out	Quote - 10 days	18	21	72	55	28	34	43	28
	Payment - 10 days	11	6	4	7	1	2	2	4
Estimates	10 days	9	85	29	16	18	21	1	4

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

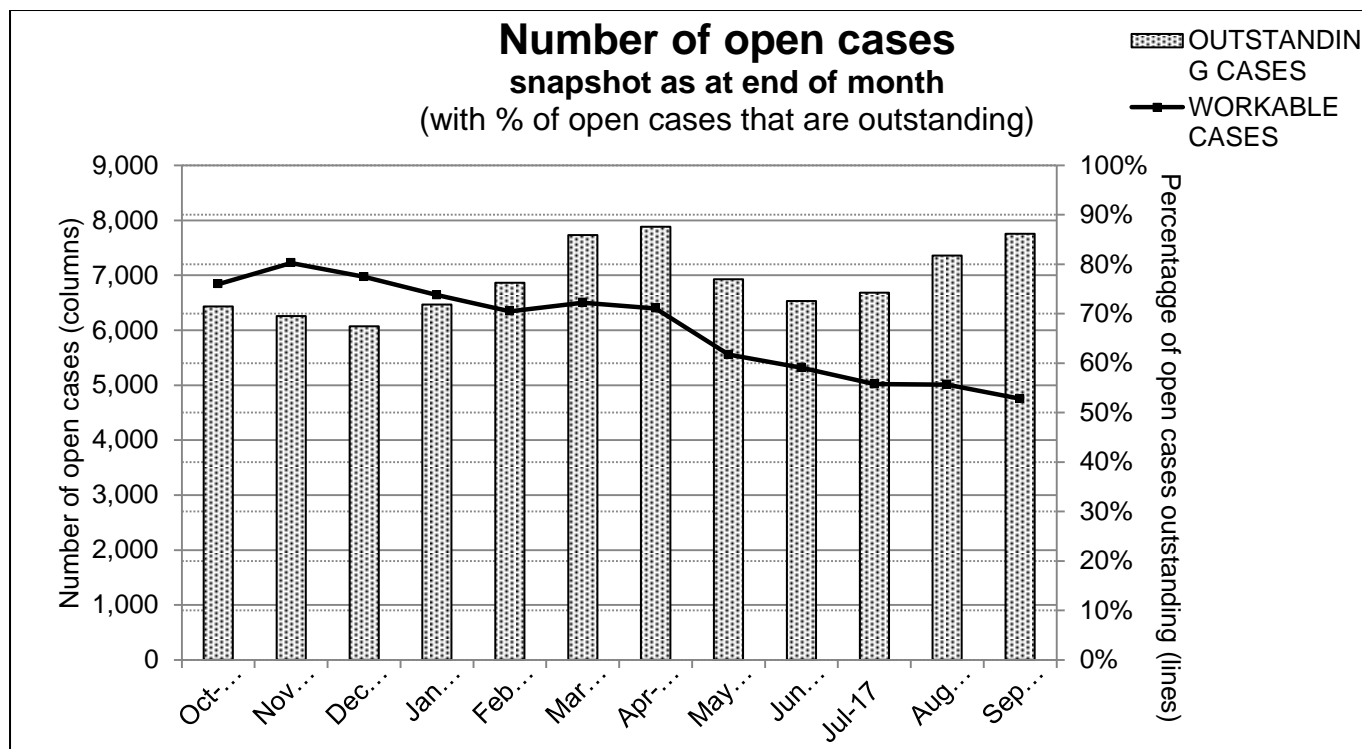
Annex 3

Statutory requirements	Timescale/deadline	3 months to 30/09/17	Notes
Year End data from employer	by 30 June	100% data received	
Issue ABS	by 31 August	96.09% issued	
Notify scheme changes	within 3 months	0	N/A this period
Issue Active member newsletter	2 issues per year	1	Newsletter issued with ABS
Issue Deferred member newsletter	1 issue per year	1	Newsletter issued with ABS
Issue Pensioner member newsletter	1 issue per year	0	N/A this period

Annex 4

Other performance standards	3 months to 30/09/17	2016/17 target	Notes
Retirements survey - satisfaction %	69%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	59.9%	70%	
% of active membership covered by ESS/iConnect	96.5%	90%	
% of all members with electronic access (MSS)	17.3%	No target	
% of active members with electronic access (MSS)	22.7%	No target	

Annex 5



Annex 6

