

Annex 1

		Cases Last Quarter				
		Measured 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
Retirement (from Active)	Quote - 5 days	268	245	91.42%	12	95.90%
	Payment - 5 days	235	212	90.21%	13	95.74%
Retirement (from Deferred)	Quote - 30 days	144	69	47.92%	7	52.78%
	Payment - 5 days	286	261	91.26%	17	97.20%
Deaths	Notification - 5 days	94	91	96.81%	0	96.81%
	Payment - 5 days	90	74	82.22%	12	95.56%
Refund of contributions	Quote - 10 days	413	61	14.77%	35	23.24%
	Payment - 10 days	262	253	96.56%	1	96.95%
Deferreds (early leavers)	20 days	1200	668	55.67%	32	58.33%
Transfers In	Quote - 10 days	51	34	66.67%	11	88.24%
	Payment - 10 days	105	36	34.29%	21	54.29%
Transfers Out	Quote - 10 days	99	24	24.24%	7	31.31%
	Payment - 10 days	23	13	56.52%	3	69.57%
Estimates	10 days	165	73	44.24%	24	58.79%
		3435	2114	61.54%	195	67.22%

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	4	245	12	1	3	1	0	5
	Payment - 5 days	2	212	13	5	4	0	0	1
Retirement (from Deferred)	Quote - 30 days	39	76	7	8	4	9	4	36
	Payment - 5 days	-17	261	17	4	2	2	0	0
Deaths	Notification - 5 days	3	91	0	2	0	0	1	0
	Payment - 5 days	5	74	12	2	2	0	0	0
Refund of contributions	Quote - 10 days	22	52	9	35	116	83	44	74
	Payment - 10 days	4	239	14	1	1	1	2	4
Deferreds (early leavers)	20 days	20	348	100	123	97	32	30	470
Transfers In	Quote - 10 days	8	27	7	11	2	2	1	1
	Payment - 10 days	22	27	9	21	6	3	6	33
Transfers Out	Quote - 10 days	26	16	8	7	3	13	13	39
	Payment - 10 days	12	9	4	3	4	0	1	2
Estimates	10 days	15	50	23	24	24	14	17	13

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

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA	Q2 Apr 17 - Jun 17	Q3 Jul 17 - Sept 17	Q4 Oct 17 - Dec 17	Q1 Jan 18 - Mar 18	Trend
Retirement (from Active)	Quote - 5 days	62.41%	30.10%	61.54%	91.42%	
	Payment - 5 days	64.08%	44.22%	63.28%	90.21%	
Retirement (from Deferred)	Quote - 30 days	46.81%	34.00%	50.00%	47.92%	
	Payment - 5 days	71.51%	53.29%	68.22%	91.26%	
Deaths	Notification - 5 days	100.00%	90.48%	94.25%	96.81%	
	Payment - 5 days	59.09%	32.89%	42.25%	82.22%	
Refund of contributions	Quote - 10 days	86.46%	67.48%	81.32%	14.77%	
	Payment - 10 days	56.43%	96.79%	83.18%	96.56%	
Deferreds (early leavers)	Notification - 20 days	27.71%	95.56%	32.32%	55.67%	
Transfers In	Quote - 10 days	43.24%	24.44%	56.00%	66.67%	
	Payment - 10 days	20.00%	33.33%	33.33%	34.29%	
Transfers Out	Quote - 10 days	12.22%	33.10%	27.54%	24.24%	
	Payment - 10 days	66.67%	38.46%	45.00%	56.52%	
Estimates	Quote - 10 days	n/a	65.52%	64.50%	44.24%	
Total Cases Processed		3103	1956	2447	3435	

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

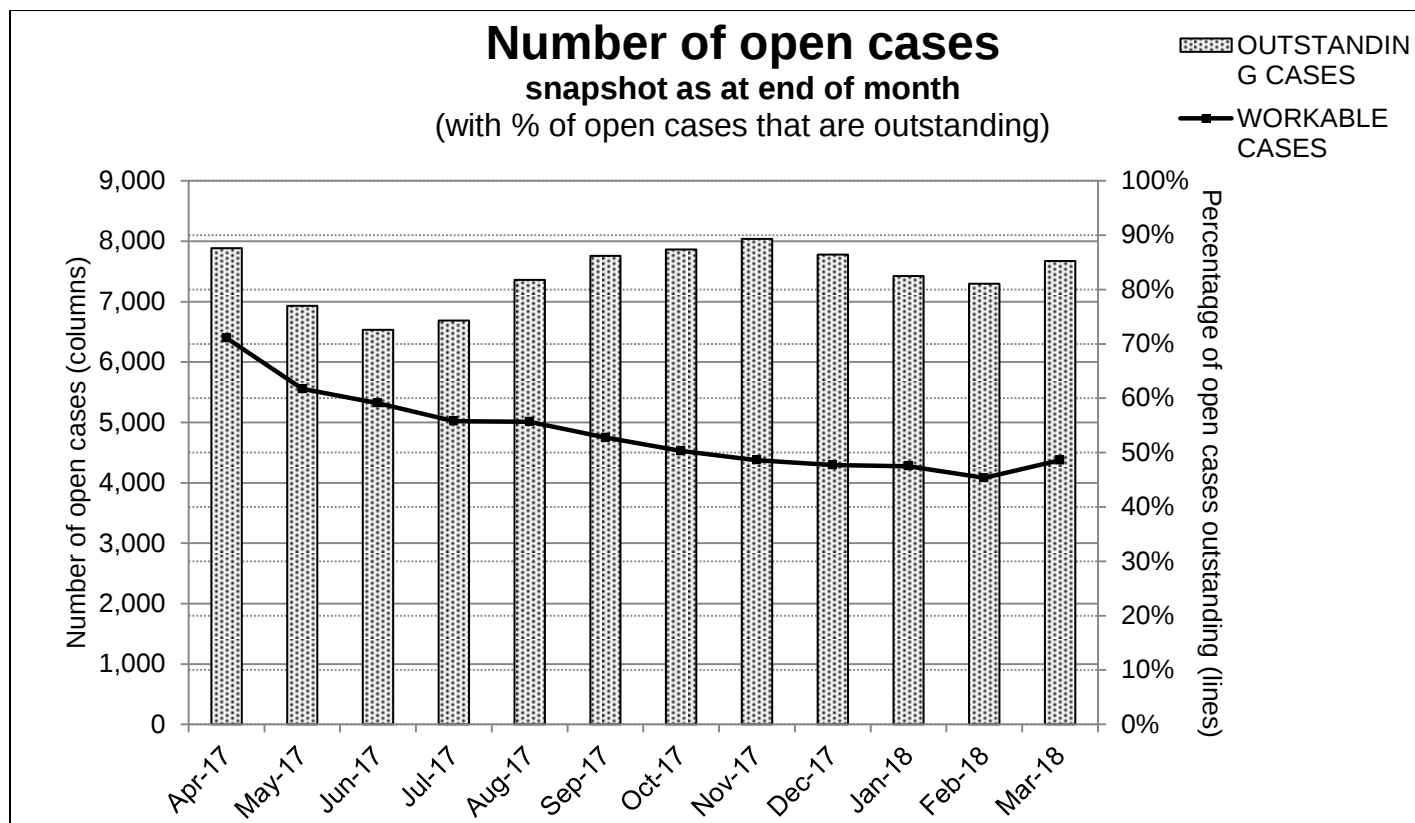
Annex 3

Statutory requirements	Timescale/deadline	3 months to 31/03/18	Notes
Year End data from employer	by 30 June	0	N/A this period
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 Deferred member newsletter	1 issue per year	0	N/A this period
Issue Pensioner member newsletter	1 issue per year	0	N/A this period

Annex 4

Other performance standards	3 months to 31/03/18	2017/18 target	Notes
Retirements survey - satisfaction %	78%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	58.9%	70%	
% of active membership covered by ESS/iConnect	94.1%	90%	
% of all members with electronic access (MSS)	18.4%	No target set	
% of active members with electronic access (MSS)	23.6%	No target set	

Annex 5



Annex 6

