

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% |

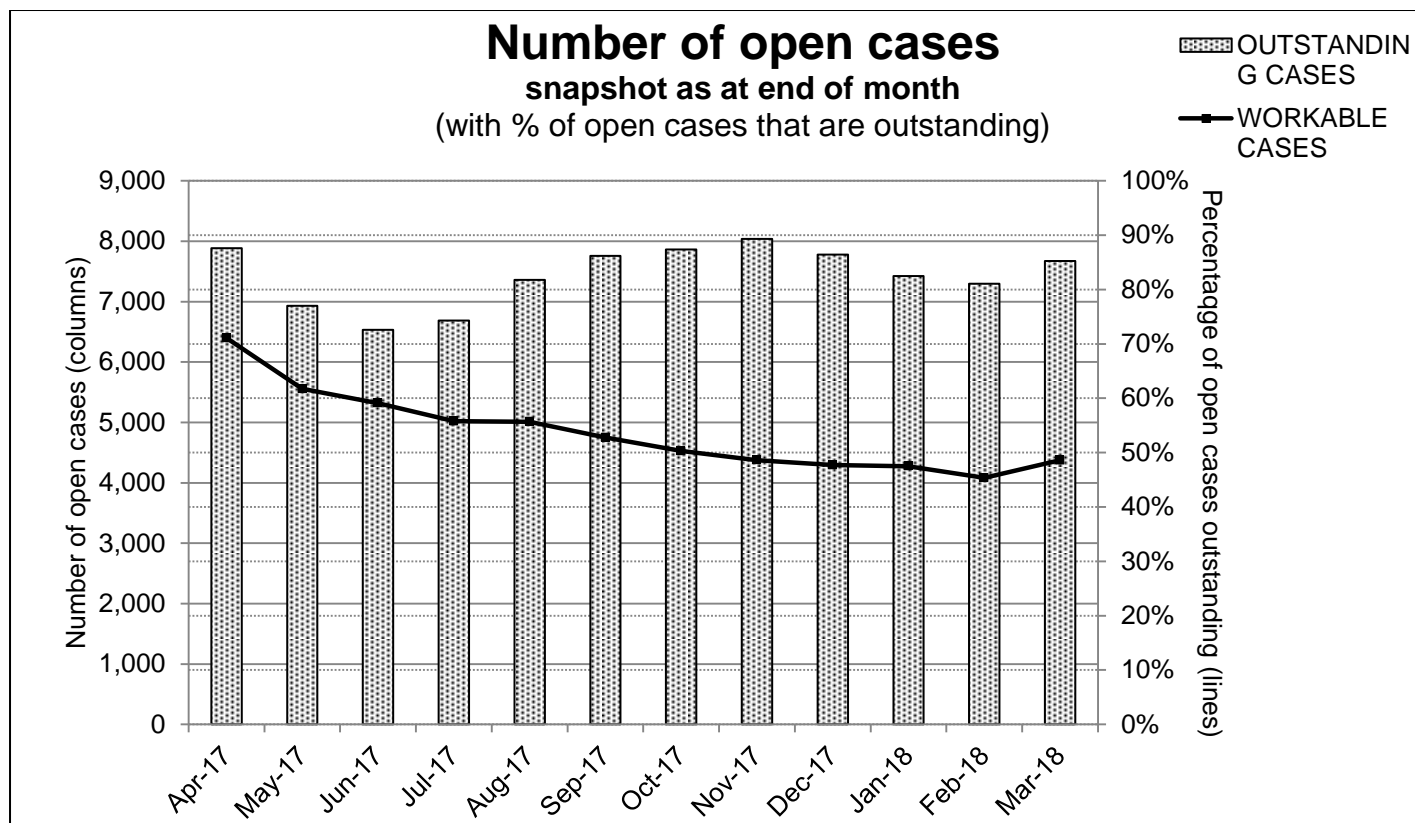
Annex 3

| 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

