

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	289	214	74.05%	37	86.85%
	Payment - 5 days	251	198	78.88%	26	89.24%
Retirement (from Deferred)	Quote - 30 days	151	65	43.05%	14	52.32%
	Payment - 5 days	308	242	78.57%	30	88.31%
Deaths	Notification - 5 days	96	85	88.54%	10	98.96%
	Payment - 5 days	63	37	58.73%	9	73.02%
Refund of contributions	Quote - 10 days	284	169	59.51%	16	65.14%
	Payment - 10 days	263	202	76.81%	12	81.37%
Deferreds (early leavers)	20 days	207	57	27.54%	2	28.50%
Transfers In	Quote - 10 days	45	28	62.22%	4	71.11%
	Payment - 10 days	42	15	35.71%	7	52.38%
Transfers Out	Quote - 10 days	192	74	38.54%	23	50.52%
	Payment - 10 days	20	12	60.00%	1	65.00%
Estimates	10 days	232	83	35.78%	10	40.09%
		2443	1481	60.62%	201	68.85%

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	6	214	37	15	8	3	4	6
	Payment - 5 days	3	198	26	12	11	3	1	0
Retirement (from Deferred)	Quote - 30 days	12	79	16	8	12	18	2	16
	Payment - 5 days	-9	242	30	14	9	6	1	6
Deaths	Notification - 5 days	3	85	10	1	0	0	0	0
	Payment - 5 days	10	37	9	6	3	0	3	5
Refund of contributions	Quote - 10 days	12	154	15	16	20	14	25	40
	Payment - 10 days	8	162	40	12	18	12	12	7
Deferreds (early leavers)	20 days	30	36	12	5	4	2	0	148
Transfers In	Quote - 10 days	15	20	8	4	2	3	0	8
	Payment - 10 days	28	10	5	7	2	2	2	14
Transfers Out	Quote - 10 days	26	52	22	23	14	17	9	55
	Payment - 10 days	24	11	1	1	2	0	0	5
Estimates	10 days	21	60	23	10	27	22	19	71

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	Q4 Oct 17 - Dec 17	Q1 Jan 18 - Mar 18	Q2 Apr 18 - Jun 18	Q3 Jul 18 - Sept 18	Trend
Retirement (from Active)	Quote - 5 days	61.54%	91.42%	77.11%	74.05%	
	Payment - 5 days	63.28%	90.21%	80.10%	78.88%	
Retirement (from Deferred)	Quote - 30 days	50.00%	47.92%	55.77%	43.05%	
	Payment - 5 days	68.22%	91.26%	79.56%	78.57%	
Deaths	Notification - 5 days	94.25%	96.81%	89.47%	88.54%	
	Payment - 5 days	42.25%	82.22%	55.93%	58.73%	
Refund of contributions	Quote - 10 days	81.32%	14.77%	44.51%	59.51%	
	Payment - 10 days	83.18%	96.56%	89.02%	76.81%	
Deferreds (early leavers)	Notification - 20 days	32.32%	55.67%	88.80%	27.54%	
Transfers In	Quote - 10 days	56.00%	66.67%	62.75%	62.22%	
	Payment - 10 days	33.33%	34.29%	34.29%	35.71%	
Transfers Out	Quote - 10 days	27.54%	24.24%	30.92%	38.54%	
	Payment - 10 days	45.00%	56.52%	43.75%	60.00%	
Estimates	Quote - 10 days	64.50%	44.24%	75.00%	35.78%	
Total Cases Processed		2447	3435	3001	2443	

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

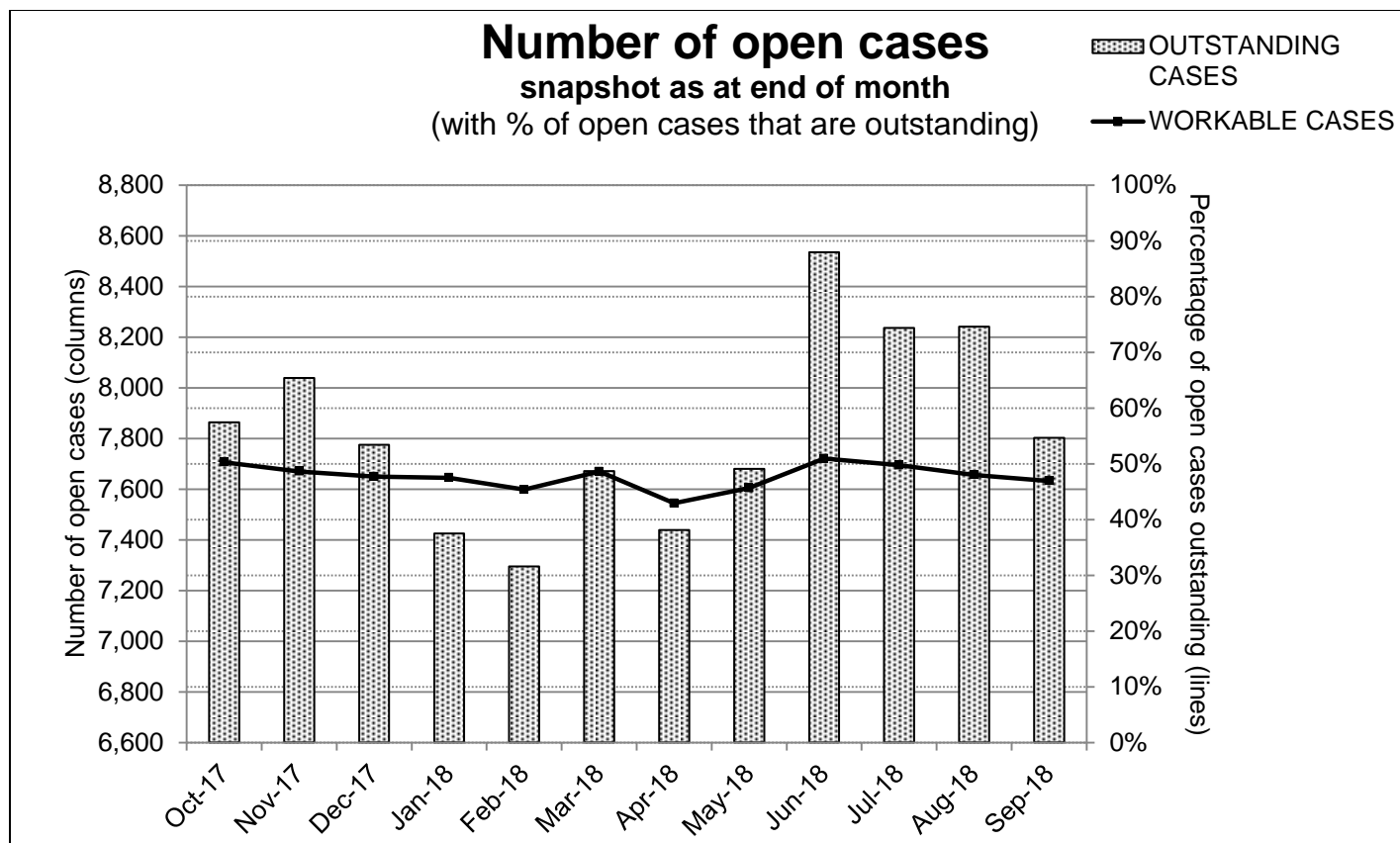
Annex 3

Statutory requirements	Timescale/deadline	3 months to 30/09/18	Notes
Year End data from employer	by 30 June	0	N/A this period
Issue ABS	by 31 August		98.76% Active ABS Issued 89.1 % Deferred ABS Issued
Notify scheme changes	within 3 months	1	Amendment Regulations notification – Aug 2018
Issue Active member newsletter	2 issues per year	1	Issue sent with ABS
Issue Deferred member newsletter	1 issue per year	1	Issue sent with ABS
Issue Pensioner member newsletter	1 issue per year	0	N/A this period

Annex 4

Other performance standards	3 months to 30/09/18	2017/18 target	Notes
Retirements survey - satisfaction %	79%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	65.3%	70%	
% of active membership covered by ESS/iConnect	96.9%	90%	
% of all members with electronic access (MSS)	20.5%	No target set	
% of active members with electronic access (MSS)	26%	No target set	

Annex 5



Annex 6

