

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 | 213 | 145 | 68.08% | 43 | 88.26% |
| | Payment - 5 days | 233 | 180 | 77.25% | 32 | 90.99% |
| Retirement (from Deferred) | Quote - 30 days | 71 | 51 | 71.83% | 9 | 84.51% |
| | Payment - 5 days | 191 | 167 | 87.43% | 11 | 93.19% |
| Deaths | Notification - 5 days | 97 | 84 | 86.60% | 8 | 94.85% |
| | Payment - 5 days | 82 | 37 | 45.12% | 18 | 67.07% |
| Refund of contributions | Quote - 10 days | 311 | 267 | 85.85% | 17 | 91.32% |
| | Payment - 10 days | 290 | 263 | 90.69% | 16 | 96.21% |
| Deferreds (early leavers) | 20 days | 693 | 326 | 47.04% | 85 | 59.31% |
| Transfers In | Quote - 10 days | 67 | 45 | 67.16% | 10 | 82.09% |
| | Payment - 10 days | 17 | 9 | 52.94% | 3 | 70.59% |
| Transfers Out | Quote - 10 days | 124 | 58 | 46.77% | 21 | 63.71% |
| | Payment - 10 days | 19 | 11 | 57.89% | 4 | 78.95% |
| Estimates | 10 days | 288 | 161 | 55.90% | 63 | 77.78% |
| | | 2696 | 1804 | 66.91% | 340 | 79.53% |

| | |
|----------------|---------------|
| 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 | 140 | 43 | 7 | 6 | 3 | 2 | 11 |
| | Payment - 5 days | 4 | 175 | 32 | 17 | 3 | 3 | 1 | 2 |
| Retirement (from Deferred) | Quote - 30 days | 98 | 60 | 1 | 1 | 0 | 4 | 1 | 5 |
| | Payment - 5 days | -5 | 167 | 11 | 11 | 0 | 2 | 0 | 0 |
| Deaths | Notification - 5 days | 3 | 84 | 8 | 1 | 2 | 0 | 2 | 0 |
| | Payment - 5 days | 11 | 36 | 18 | 10 | 8 | 3 | 1 | 6 |
| Refund of contributions | Quote - 10 days | 8 | 218 | 46 | 17 | 5 | 0 | 2 | 23 |
| | Payment - 10 days | 5 | 230 | 31 | 16 | 9 | 0 | 1 | 3 |
| Deferreds (early leavers) | 20 days | 29 | 63 | 137 | 74 | 47 | 85 | 55 | 232 |
| Transfers In | Quote - 10 days | 10 | 21 | 21 | 10 | 10 | 1 | 2 | 2 |
| | Payment - 10 days | 10 | 6 | 3 | 3 | 5 | 0 | 0 | 0 |
| Transfers Out | Quote - 10 days | 16 | 32 | 23 | 21 | 17 | 18 | 4 | 9 |
| | Payment - 10 days | 10 | 9 | 2 | 4 | 2 | 1 | 0 | 1 |
| Estimates | 10 days | 12 | 82 | 69 | 63 | 25 | 19 | 15 | 15 |

| | |
|---------|------------------------------|
| 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 | Q1 Jan 18 - Mar 18 | Q2 Apr 18 - Jun 18 | Q3 Jul 18 - Sept 18 | Q4 Oct 18 - Dec 18 | Trend |
| Retirement (from Active) | Quote - 5 days | 91.42% | 77.11% | 74.05% | 68.08% | |
| | Payment - 5 days | 90.21% | 80.10% | 78.88% | 77.25% | |
| Retirement (from Deferred) | Quote - 30 days | 47.92% | 55.77% | 43.05% | 71.83% | |
| | Payment - 5 days | 91.26% | 79.56% | 78.57% | 87.43% | |
| Deaths | Notification - 5 days | 96.81% | 89.47% | 88.54% | 86.60% | |
| | Payment - 5 days | 82.22% | 55.93% | 58.73% | 45.12% | |
| Refund of contributions | Quote - 10 days | 14.77% | 44.51% | 59.51% | 85.85% | |
| | Payment - 10 days | 96.56% | 89.02% | 76.81% | 90.69% | |
| Deferreds (early leavers) | Notification - 20 days | 55.67% | 88.80% | 27.54% | 47.04% | |
| Transfers In | Quote - 10 days | 66.67% | 62.75% | 62.22% | 67.16% | |
| | Payment - 10 days | 34.29% | 34.29% | 35.71% | 52.94% | |
| Transfers Out | Quote - 10 days | 24.24% | 30.92% | 38.54% | 46.77% | |
| | Payment - 10 days | 56.52% | 43.75% | 60.00% | 57.89% | |
| Estimates | Quote - 10 days | 44.24% | 75.00% | 35.78% | 55.90% | |
| Total Cases Processed | | 3435 | 3001 | 2443 | 2696 | |

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

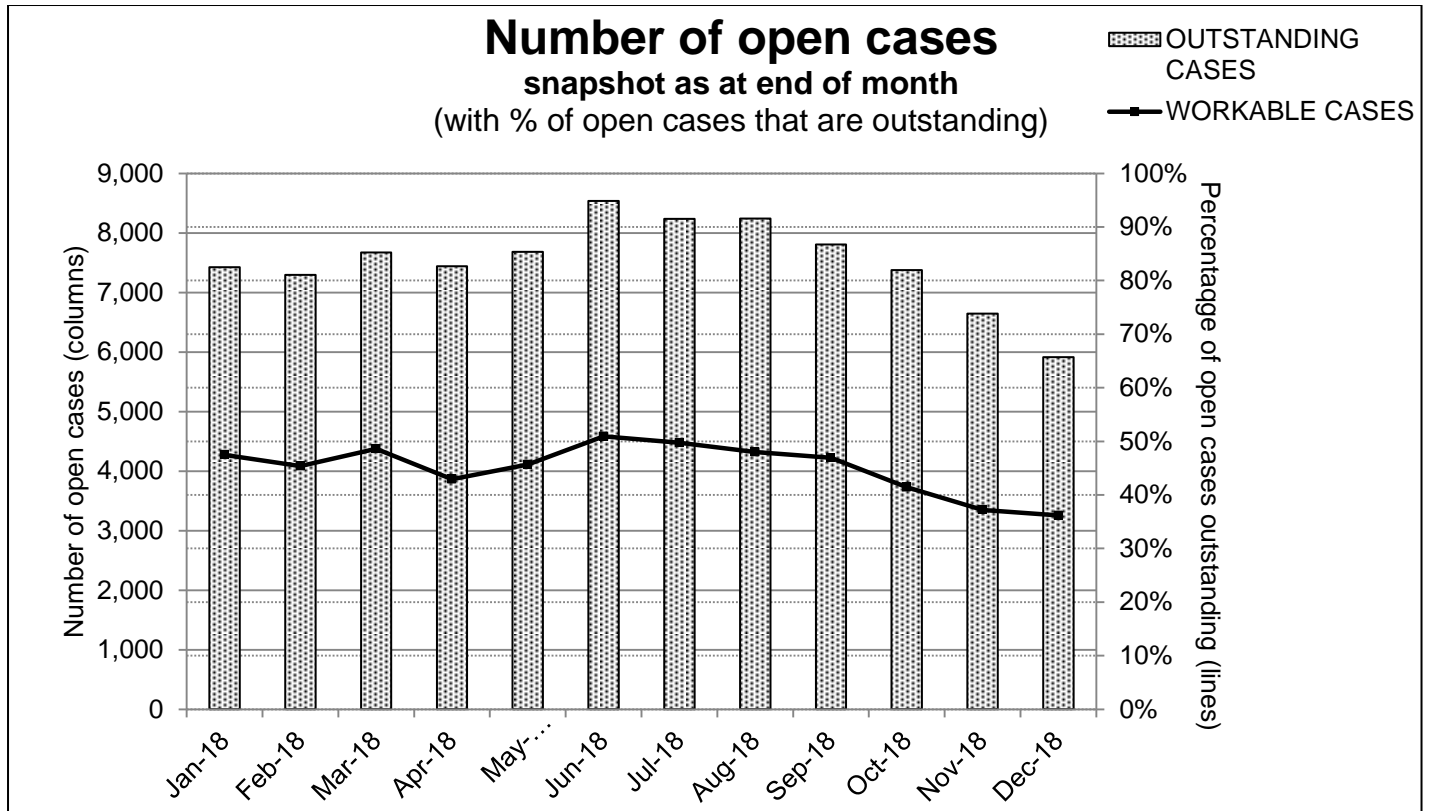
Annex 3

| Statutory requirements | Timescale/deadline | 3 months to 31/12/18 | 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 31/12/18 | 2018/19 target | Notes |
|---|-----------------------------|-----------------------|--------------|
| Retirements survey - satisfaction % | 79% | 65% | |
| % of employers signed up to submit data electronically (ESS/iConnect) | 66.3% | 70% | |
| % of active membership covered by ESS/iConnect | 96.6% | 90% | |
| % of all members with electronic access (MSS) | 21.3% | No target set | |
| % of active members with electronic access (MSS) | 26.7% | No target set | |

Annex 5



Annex 6

