

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	193	134	69.43%	37	88.60%
	Payment - 5 days	156	113	72.44%	28	90.38%
Retirement (from Deferred)	Quote - 30 days	60	26	43.33%	15	68.33%
	Payment - 5 days	203	143	70.44%	27	83.74%
Deaths	Notification - 5 days	98	85	86.73%	11	97.96%
	Payment - 5 days	102	63	61.76%	21	82.35%
Refund of contributions	Quote - 10 days	360	296	82.22%	48	95.56%
	Payment - 10 days	319	295	92.48%	11	95.92%
Deferreds (early leavers)	20 days	755	496	65.70%	58	73.38%
Transfers In	Quote - 10 days	42	15	35.71%	0	35.71%
	Payment - 10 days	33	8	24.24%	3	33.33%
Transfers Out	Quote - 10 days	190	99	52.11%	30	67.89%
	Payment - 10 days	19	3	15.79%	2	26.32%
Estimates	10 days	246	158	64.23%	27	75.20%
		2776	1934	69.67%	318	81.12%

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	7	122	37	12	6	5	7	4
	Payment - 5 days	6	104	28	10	9	0	3	2
Retirement (from Deferred)	Quote - 30 days	5	41	8	4	3	0	2	2
	Payment - 5 days	5	135	27	24	5	6	3	3
Deaths	Notification - 5 days	2	82	11	3	2	0	0	0
	Payment - 5 days	8	58	21	9	2	5	1	6
Refund of contributions	Quote - 10 days	7	217	70	48	10	1	2	12
	Payment - 10 days	4	243	47	11	8	5	3	2
Deferreds (early leavers)	20 days	15	255	122	77	35	58	121	87
Transfers In	Quote - 10 days	23	7	8	0	8	3	4	12
	Payment - 10 days	29	5	3	3	1	6	1	14
Transfers Out	Quote - 10 days	15	40	56	30	23	11	11	19
	Payment - 10 days	55	3	0	2	1	1	1	11
Estimates	10 days	11	82	70	27	27	17	15	8

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 18 - Jun 18	Q3 Jul 18 - Sept 18	Q4 Oct 18 - Dec 18	Q1 Jan 19 - Mar 19	Trend
Retirement (from Active)	Quote - 5 days	77.11%	74.05%	68.08%	69.43%	
	Payment - 5 days	80.10%	78.88%	77.25%	72.44%	
Retirement (from Deferred)	Quote - 30 days	55.77%	43.05%	71.83%	43.33%	
	Payment - 5 days	79.56%	78.57%	87.43%	70.44%	
Deaths	Notification - 5 days	89.47%	88.54%	86.60%	86.73%	
	Payment - 5 days	55.93%	58.73%	45.12%	61.76%	
Refund of contributions	Quote - 10 days	44.51%	59.51%	85.85%	82.22%	
	Payment - 10 days	89.02%	76.81%	90.69%	92.48%	
Deferreds (early leavers)	Notification - 20 days	88.80%	27.54%	47.04%	65.70%	
Transfers In	Quote - 10 days	62.75%	62.22%	67.16%	35.71%	
	Payment - 10 days	34.29%	35.71%	52.94%	24.24%	
Transfers Out	Quote - 10 days	30.92%	38.54%	46.77%	52.11%	
	Payment - 10 days	43.75%	60.00%	57.89%	15.79%	
Estimates	Quote - 10 days	75.00%	35.78%	55.90%	64.23%	

Total Cases Processed	3001	2443	2696	2776	
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RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%

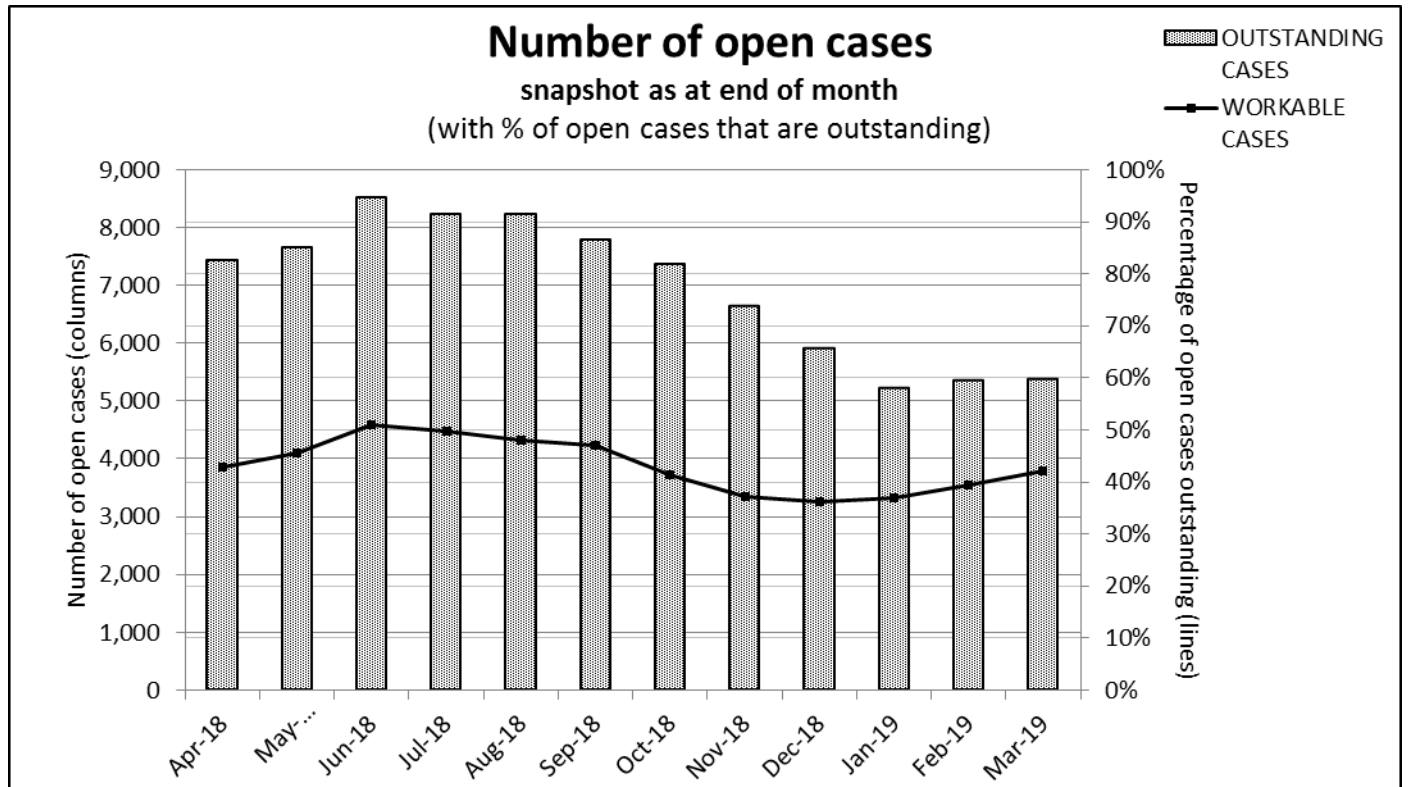
Annex 3

Statutory requirements	Timescale/deadline	3 months to 31/03/19	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	Yes	Notification of scheme change re same sex survivors pension
Issue Active member newsletter	2 issues per year	1	Including above scheme change info
Issue Deferred member newsletter	1 issue per year	1	Including above scheme change info
Issue Pensioner member newsletter	1 issue per year	1	Including above scheme change info

Annex 4

Other performance standards	3 months to 31/03/19	2018/19 target	Notes
Retirements survey - satisfaction %	77%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	71%	70%	
% of active membership covered by ESS/iConnect	96.5%	90%	
% of all members with electronic access (MSS)	22.48%	No target set	
% of active members with electronic access (MSS)	27.91%	No target set	

Annex 5



Annex 6

