

## 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 - 15 days	209	184	88.04%	10	92.82%
	Payment - 15 days	181	167	92.27%	7	96.13%
Retirement (from Deferred)	Quote - 30 days	151	98	64.90%	34	87.42%
	Payment - 15 days	306	271	88.56%	19	94.77%
Deaths	Notification - 5 days	107	107	100.00%	0	100.00%
	Payment - 10 days	89	60	67.42%	10	78.65%
Refund of contributions	Quote - 10 days	541	421	77.82%	80	92.61%
	Payment - 10 days	339	280	82.60%	29	91.15%
Deferreds (early leavers)	30 days	885	786	88.81%	99	100.00%
Transfers In	Quote - 10 days	44	10	22.73%	6	36.36%
	Payment - 10 days	28	4	14.29%	2	21.43%
Transfers Out	Quote - 10 days	78	56	71.79%	5	78.21%
	Payment - 10 days	23	5	21.74%	4	39.13%
Estimates	Member - 15 days	153	97	63.40%	6	67.32%
	Employer - 15 days	115	82	71.30%	9	79.13%
Divorce	Quote - 45 days	28	28	100.00%	0	100.00%
	Actual - 15 days	2	1	50.00%	0	50.00%
Starters	40 days	869	859	98.85%	0	98.85%
		4148	3516	84.76%	320	92.48%

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 - 15 days	7	140	36	8	10	7	3	5
	Payment - 15 days	6	128	26	13	7	3	0	4
Retirement (from Deferred)	Quote - 30 days	9	132	8	3	2	0	3	3
	Payment - 15 days	5	230	13	28	19	4	6	6
Deaths	Notification - 5 days	1	107	0	0	0	0	0	0
	Payment - 10 days	11	35	25	10	14	4	1	0
Refund of contributions	Quote - 10 days	10	262	159	80	21	4	5	10
	Payment - 10 days	7	211	69	29	12	7	5	6
Deferreds (early leavers)	30 days	18	295	134	141	61	50	105	99
Transfers In	Quote - 10 days	36	4	6	6	1	5	0	22
	Payment - 10 days	39	3	1	2	1	0	0	21
Transfers Out	Quote - 10 days	15	29	27	5	2	4	7	4
	Payment - 10 days	47	5	0	4	5	0	4	5
Estimates	Member - 15 days	19	28	51	18	6	3	3	44
	Employer - 15 days	11	60	19	3	9	6	3	15
Divorce	Quote - 45 days	17	7	7	4	4	3	0	3
	Actual - 15 days	23	0	1	0	0	0	0	1
Starters	40 days	6	795	0	1	1	42	20	10

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 (Old/New)	Q3 (Old) Jul 18 - Sept 18	Q4 (Old) Oct 18 - Dec 18	Q1 (Old) Jan 19 - Mar 19	Q2 (New) Apr 19 - Jun 19	Trend
Retirement (from Active)	Quote - 5 / 15 days	74.05%	68.08%	69.43%	88.04%	
	Payment - 5 / 15 days	78.88%	77.25%	72.44%	92.27%	
Retirement (from Deferred)	Quote - 30 days	43.05%	71.83%	43.33%	64.90%	
	Payment - 5 / 15 days	78.57%	87.43%	70.44%	88.56%	
Deaths	Notification - 5 days	88.54%	86.60%	86.73%	100.00%	
	Payment - 5 / 10 days	58.73%	45.12%	61.76%	67.42%	
Refund of contributions	Quote - 10 days	59.51%	85.85%	82.22%	77.82%	
	Payment - 10 days	76.81%	90.69%	92.48%	82.60%	
Deferreds (early leavers)	Notification - 20 / 30 days	27.54%	47.04%	65.70%	88.81%	
Transfers In	Quote - 10 days	62.22%	67.16%	35.71%	22.73%	
	Payment - 10 days	35.71%	52.94%	24.24%	14.29%	
Transfers Out	Quote - 10 days	38.54%	46.77%	52.11%	71.79%	
	Payment - 10 days	60.00%	57.89%	15.79%	21.74%	
Estimates	Member - 10/15 days	35.78%	55.90%	64.23%	63.40%	
	Employer - 15 days	N/A	N/A	N/A	71.30%	
Divorce	Quote - 45 days	N/A	N/A	N/A	100.00%	
	Actual - 15 days	N/A	N/A	N/A	50.00%	
Starters	40 days	N/A	N/A	N/A	98.85%	
Total Cases Processed		2443	2696	2776	4148	

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

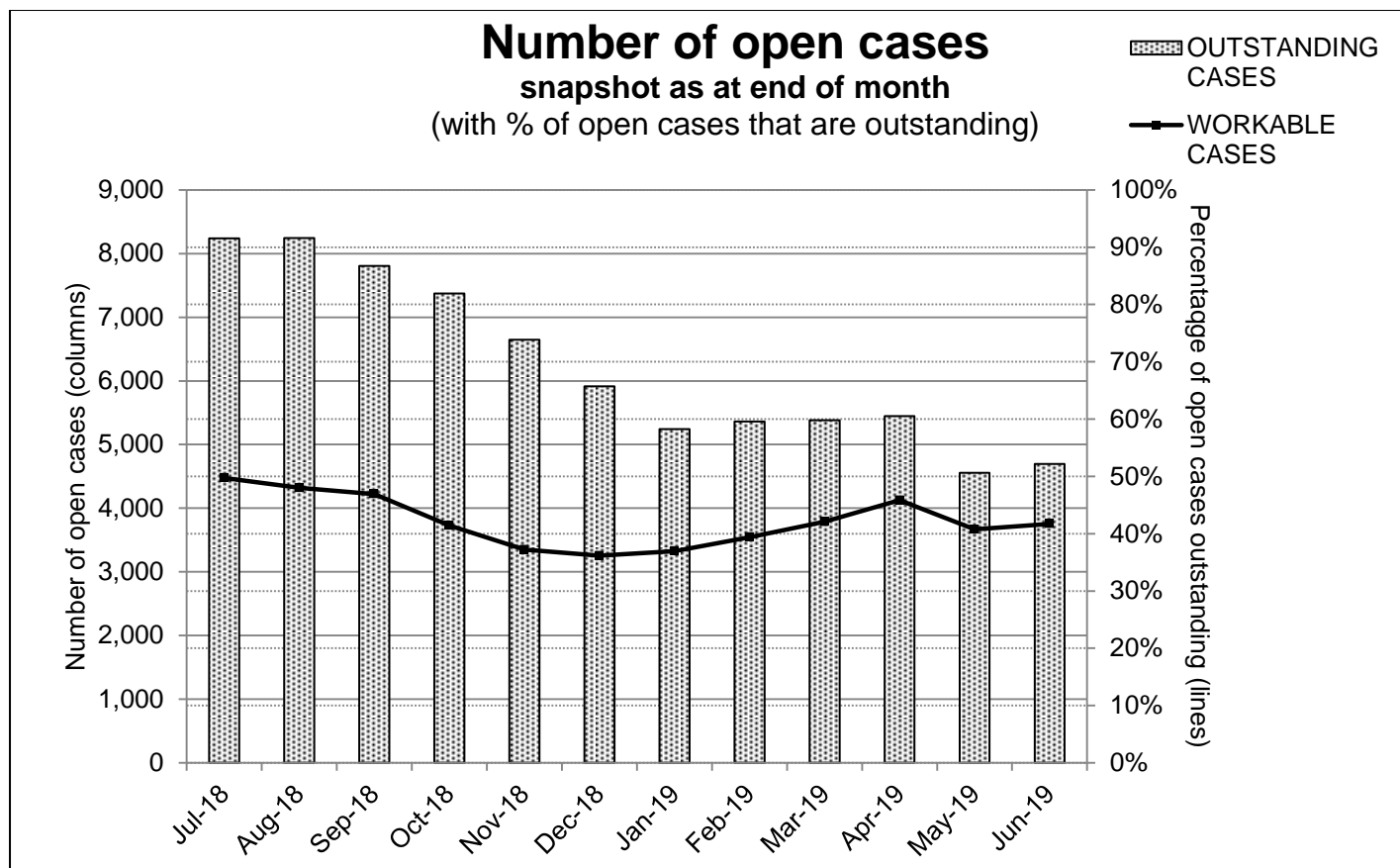
### Annex 3

Statutory requirements	Timescale/deadline	3 months to 30/06/19	Notes
Year End data from employer	by 30 June	Yes	All YE data submitted in preparation for ABS run
Issue ABS	by 31 August	0	Deferred ABS issued w/c 17 June Active ABS issued w/c 12 August
Notify scheme changes	within 3 months (deadline 9 April)	Yes	Notification of Amendment Regs to all members via website 20 March 2019. Pensioners - newsletter in April Deferred members - letter in April. Active members – letter in April
Issue Active member newsletter	2 issues per year	1	Issued April 2019 (2 <sup>nd</sup> issue August 2019)
Issue Deferred member newsletter	1 issue per year	1	Issued June 2019
Issue Pensioner member newsletter	1 issue per year	1	Issued April 2019

### Annex 4

Other performance standards	3 months to 30/06/19	2018/19 target	Notes
Retirements survey - satisfaction %	75%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	64.8%	70%	
% of active membership covered by ESS/iConnect	96.4%	>90%	
% of all members with electronic access (MSS)	23.8%	No target set	
% of active members with electronic access (MSS)	29.6%	No target set	

## Annex 5



## Annex 6

