

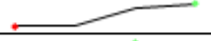

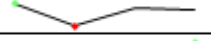
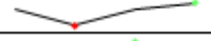
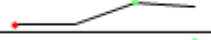


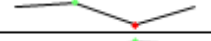







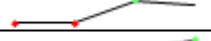

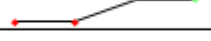

## Annex 1

		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	249	231	92.77%	7	95.58%
	Payment - 15 days	199	181	90.95%	3	92.46%
Retirement (from Deferred)	Quote - 30 days	120	77	64.17%	19	80.00%
	Payment - 15 days	396	376	94.95%	5	96.21%
Deaths	Notification - 5 days	98	95	96.94%	3	100.00%
	Payment - 10 days	92	85	92.39%	2	94.57%
Refund of contributions	Quote - 10 days	466	288	61.80%	104	84.12%
	Payment - 10 days	274	247	90.15%	11	94.16%
Deferreds (early leavers)	30 days	570	454	79.65%	116	100.00%
Transfers In	Quote - 10 days	180	69	38.33%	25	52.22%
	Payment - 10 days	91	57	62.64%	7	70.33%
Transfers Out	Quote - 10 days	289	75	25.95%	35	38.06%
	Payment - 10 days	17	4	23.53%	1	29.41%
Estimates	Member - 15 days	171	144	84.21%	11	90.64%
	Employer - 15 days	84	59	70.24%	6	77.38%
Divorce	Quote - 45 days	86	65	75.58%	0	75.58%
	Actual - 15 days	6	5	83.33%	1	100.00%
Starters	40 days	959	949	98.96%	0	98.96%
		4347	3461	79.62%	356	87.81%

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	6	192	29	10	7	4	2	5
	Payment - 15 days	6	152	23	6	3	4	6	5
Retirement (from Deferred)	Quote - 30 days	6	96	7	6	2	4	1	4
	Payment - 15 days	4	320	38	18	5	4	2	9
Deaths	Notification - 5 days	1	95	3	0	0	0	0	0
	Payment - 10 days	5	73	12	2	2	0	3	0
Refund of contributions	Quote - 10 days	13	110	178	104	43	2	4	25
	Payment - 10 days	6	176	71	11	8	4	2	2
Deferreds (early leavers)	30 days	19	102	124	77	50	52	49	116
Transfers In	Quote - 10 days	33	36	33	25	10	6	0	70
	Payment - 10 days	22	47	10	7	3	4	0	20
Transfers Out	Quote - 10 days	27	30	45	35	36	11	29	103
	Payment - 10 days	40	4	0	1	1	0	0	11
Estimates	Member - 15 days	9	61	38	45	11	9	0	7
	Employer - 15 days	10	27	22	10	6	8	5	6
Divorce	Quote - 45 days	27	22	13	7	3	8	1	32
	Actual - 15 days	5	4	0	1	1	0	0	0
Starters	40 days	7	904	39	0	0	1	1	14

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)	Q4 (Old) Oct 18 - Dec 18	Q1 (Old) Jan 19 - Mar 19	Q2 (New) Apr 19 - Jun 19	Q3 (New) Jul 19 - Sept 19	Trend
Retirement (from Active)	Quote - 5 / 15 days	68.08%	69.43%	88.04%	92.77%	
	Payment - 5 / 15 days	77.25%	72.44%	92.27%	90.95%	
Retirement (from Deferred)	Quote - 30 days	71.83%	43.33%	64.90%	64.17%	
	Payment - 5 / 15 days	87.43%	70.44%	88.56%	94.95%	
Deaths	Notification - 5 days	86.60%	86.73%	100.00%	96.94%	
	Payment - 5 / 10 days	45.12%	61.76%	67.42%	92.39%	
Refund of contributions	Quote - 10 days	85.85%	82.22%	77.82%	61.80%	
	Payment - 10 days	90.69%	92.48%	82.60%	90.15%	
Deferreds (early leavers)	Notification - 20 / 30 days	47.04%	65.70%	88.81%	79.65%	
Transfers In	Quote - 10 days	67.16%	35.71%	22.73%	38.33%	
	Payment - 10 days	52.94%	24.24%	14.29%	62.64%	
Transfers Out	Quote - 10 days	46.77%	52.11%	71.79%	25.95%	
	Payment - 10 days	57.89%	15.79%	21.74%	23.53%	
Estimates	Member - 10/15 days	55.90%	64.23%	63.40%	84.21%	
	Employer - 15 days	N/A	N/A	71.30%	70.24%	
Divorce	Quote - 45 days	N/A	N/A	100.00%	75.58%	
	Actual - 15 days	N/A	N/A	50.00%	83.33%	
Starters	40 days	N/A	N/A	98.85%	98.96%	
Total Cases Processed		2696	2776	4148	4347	

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

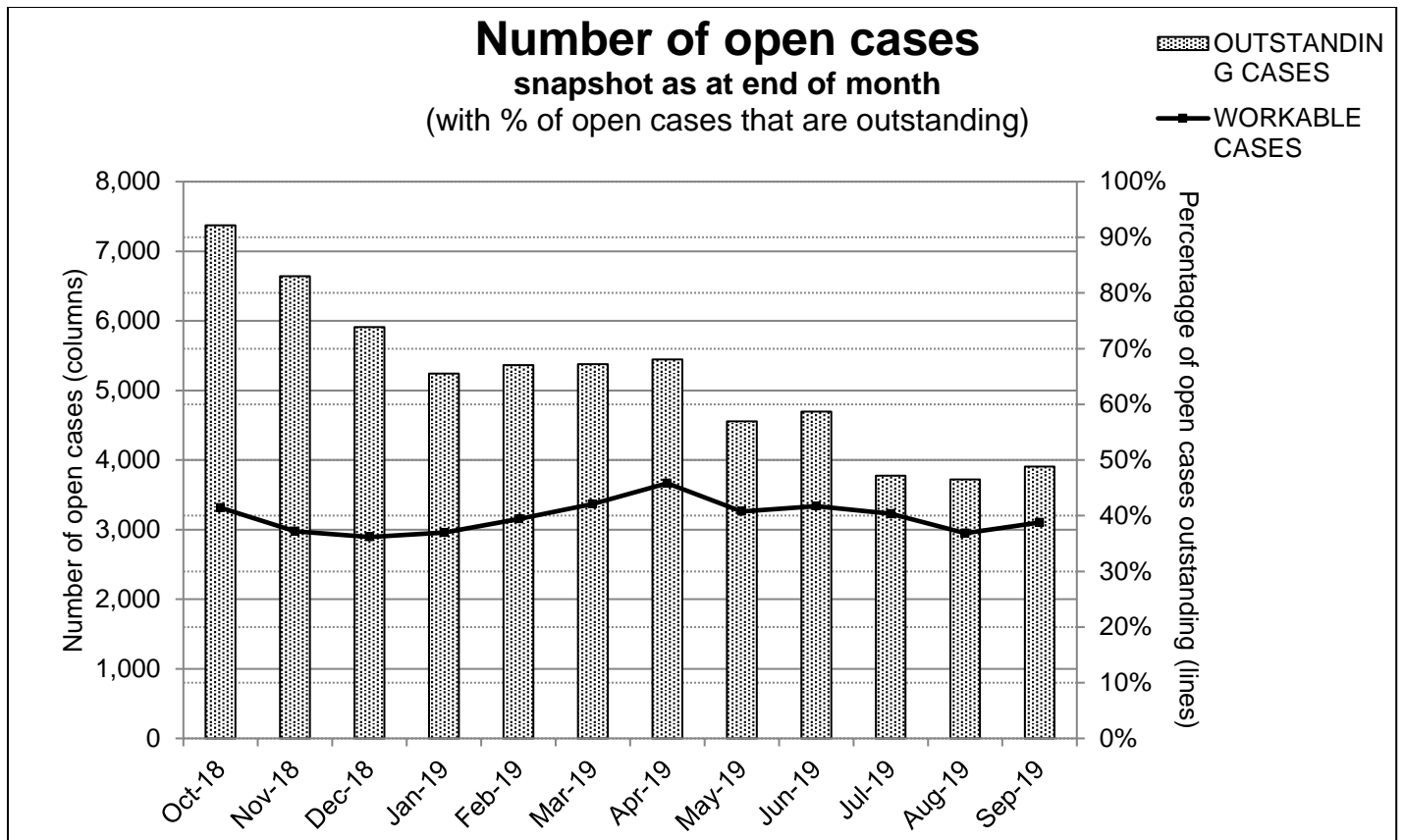
## Annex 3

Statutory requirements	Timescale/deadline	3 months to 30/09/19	Notes
Year End data from employer	by 30 June	0	N/A this period
Issue ABS	by 31 August	YES	Active members = 97.4% <i>(Deferred members = 99.8%, sent previous period)</i>
Notify scheme changes	within 3 months	0	N/A this period
Issue Active member newsletter	2 issues per year	YES	Issued with ABS
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 30/09/19	2018/19 target	Notes
Retirements survey - satisfaction %	79%	65%	
% of employers signed up to submit data electronically (ESS/iConnect)	66.1%	70%	
% of active membership covered by ESS/iConnect	96.2%	90%	
% of all members with electronic access (MSS)	24.1%	No target set	
% of active members with electronic access (MSS)	29.9%	No target set	

Annex 5



Annex 6

