

## 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	233	198	84.98%	18	92.70%
	Payment - 15 days	146	142	97.26%	3	99.32%
Retirement (from Deferred)	Quote - 30 days	91	51	56.04%	21	79.12%
	Payment - 15 days	277	270	97.47%	5	99.28%
Deaths	Notification - 5 days	99	99	100.00%	0	100.00%
	Payment - 10 days	91	86	94.51%	1	95.60%
Refund of contributions	Quote - 10 days	331	193	58.31%	28	66.77%
	Payment - 10 days	169	164	97.04%	1	97.63%
Deferreds (early leavers)	30 days	170	31	18.24%	139	100.00%
Transfers In	Quote - 10 days	65	25	38.46%	9	52.31%
	Payment - 10 days	48	31	64.58%	9	83.33%
Transfers Out	Quote - 10 days	114	21	18.42%	32	46.49%
	Payment - 10 days	14	8	57.14%	2	71.43%
Estimates	Member - 15 days	179	156	87.15%	19	97.77%
	Employer - 15 days	40	20	50.00%	5	62.50%
Divorce	Quote - 45 days	45	43	95.56%	0	95.56%
	Actual - 15 days	3	3	100.00%	0	100.00%
Starters	40 days	227	227	100.00%	0	100.00%
		2342	1768	75.49%	292	87.96%

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	9	94	80	24	18	14	3	0
	Payment - 15 days	5	98	40	4	3	1	0	0
Retirement (from Deferred)	Quote - 30 days	32	72	5	2	1	2	1	8
	Payment - 15 days	3	242	24	4	5	1	0	1
Deaths	Notification - 5 days	0	99	0	0	0	0	0	0
	Payment - 10 days	3	79	7	1	4	0	0	0
Refund of contributions	Quote - 10 days	15	101	92	28	25	43	13	29
	Payment - 10 days	4	134	30	1	3	0	1	0
Deferreds (early leavers)	30 days	61	6	3	5	4	7	6	139
Transfers In	Quote - 10 days	17	16	9	9	20	1	2	8
	Payment - 10 days	15	21	10	9	3	3	1	1
Transfers Out	Quote - 10 days	30	5	16	32	18	19	5	19
	Payment - 10 days	22	4	4	2	0	0	0	4
Estimates	Member - 15 days	9	84	46	26	19	4	0	0
	Employer - 15 days	12	13	5	2	5	14	1	0
Divorce	Quote - 45 days	14	16	8	10	1	6	0	4
	Actual - 15 days	2	3	0	0	0	0	0	0
Starters	40 days	5	188	34	4	1	0	0	0

RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

Annex 2

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q4 Oct 19 - Dec 19	Q1 Jan 20 - Mar 20	Q2 Apr 20 - Jun 20	Q2 Jul 20 - Sept 20	Trend
Retirement (from Active)	Quote - 5 / 15 days	81.39%	75.14%	93.94%	84.98%	
	Payment - 5 / 15 days	91.51%	95.21%	98.16%	97.26%	
Retirement (from Deferred)	Quote - 30 days	35.71%	45.78%	73.58%	56.04%	
	Payment - 5 / 15 days	93.42%	95.02%	98.75%	97.47%	
Deaths	Notification - 5 days	99.04%	99.21%	97.20%	100.00%	
	Payment - 5 / 10 days	73.61%	99.09%	92.16%	94.51%	
Refund of contributions	Quote - 10 days	78.87%	78.65%	45.07%	58.31%	
	Payment - 10 days	78.31%	76.68%	97.27%	97.04%	
Deferreds (early leavers)	Notification - 20 / 30 days	68.00%	96.84%	42.86%	18.24%	
Transfers In	Quote - 10 days	90.79%	80.25%	46.59%	38.46%	
	Payment - 10 days	83.58%	85.71%	47.83%	64.58%	
Transfers Out	Quote - 10 days	80.26%	90.27%	30.93%	18.42%	
	Payment - 10 days	29.17%	90.91%	31.25%	57.14%	
Estimates	Member - 10/15 days	60.66%	90.55%	86.84%	87.15%	
	Employer - 15 days	86.05%	68.75%	94.23%	50.00%	
Divorce	Quote - 45 days	100.00%	90.79%	92.00%	95.56%	
	Actual - 15 days	100.00%	100.00%	100.00%	100.00%	
Starters	40 days	99.71%	98.80%	99.42%	100.00%	

<b>RAG key</b>	
<b>Red</b>	Less than 75%
<b>Amber</b>	75 - 89%
<b>Green</b>	90 - 100%

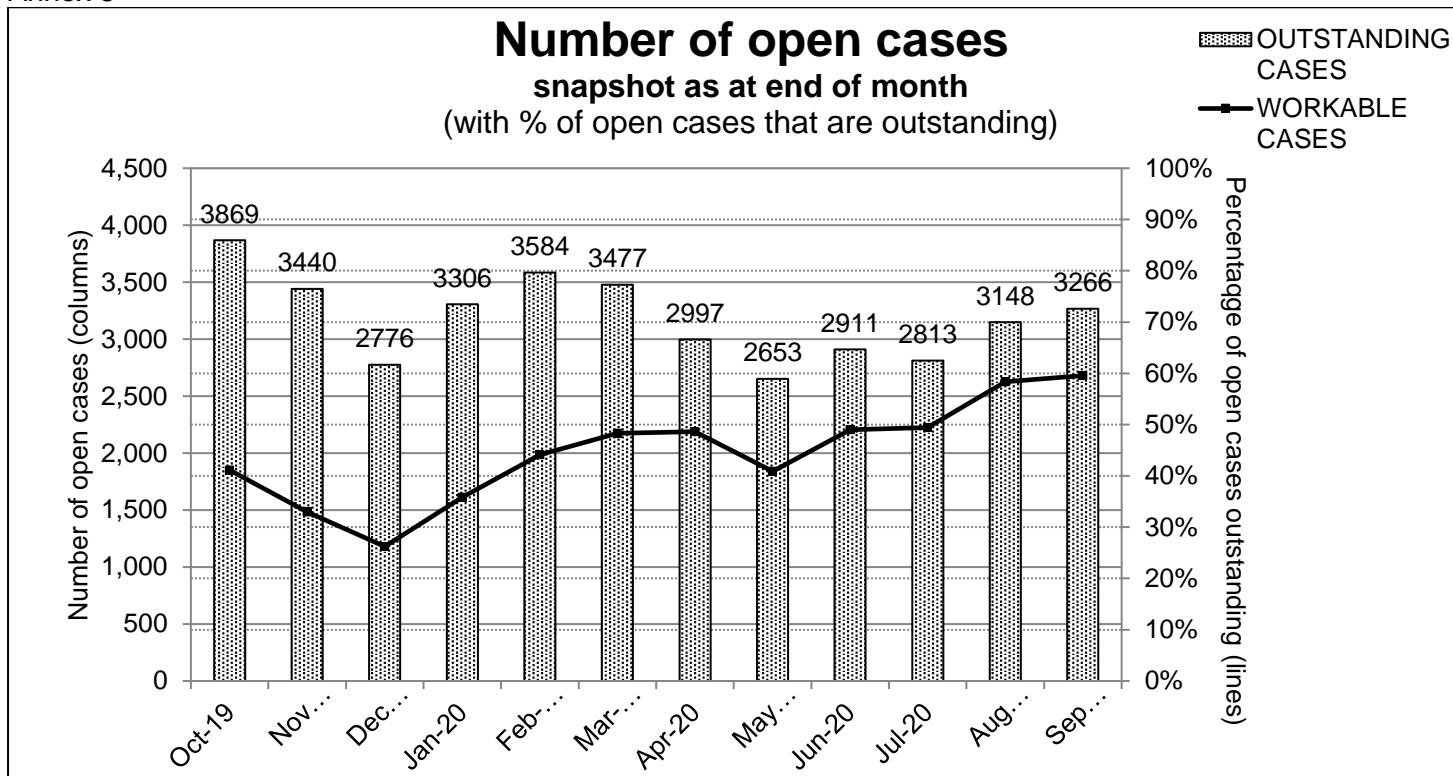
## Annex 3

<b>Statutory requirements</b>	<b>Timescale/deadline</b>	<b>3 months to 30/09/20</b>	<b>Notes</b>
Year End data from employer	by 30 June		428 out of 432 employers' YE data submitted in preparation for ABS run
Issue ABS	by 31 August		Deferred LGPS members sent June 2020 (Active LGPS members sent August 2020)
Issue Pension Saving Statements	by 6 <sup>th</sup> October	Issued w/c 19 <sup>th</sup> October	72 PSS Issued (68 LGPS & 4 FPS)
Notify scheme changes	within 3 months		N/A this period
Issue Active member newsletter	2 issues per year	YES	Issued May 2020 & August 2020
Issue Deferred member newsletter	1 issue per year	YES	June 2020
Issue Pensioner member newsletter	1 issue per year	YES	Issued May 2020

## Annex 4

<b>Other performance standards</b>	<b>3 months to 30/09/20</b>	<b>2020/21 target</b>	<b>Notes</b>
Retirements survey - satisfaction %	73%		
% of employers signed up to submit data electronically (ESS/iConnect)	66.1%	>100%	
% of active membership covered by ESS/iConnect	96.2%	95%	Appx 86% membership covered by i-Connect
% of all members with electronic access (MSS)	25.4 %	No target set	
% of active members with electronic access (MSS)	31.2 %	No target set	

Annex 5



Annex 6

