

**Annex 6 - Fire Service Administration Statistics**

Subject	SLA Target	Jan to Mar 26			
		Total number completed	Number achieved within target	Number over target	% Achieved in SLA deadline
Deaths	95%	4	3	1	75.00%
Retirement Quote	95%	3	1	2	33.33%
Retirement Actual	95%	3	3	0	100.00%
Divorce	95%	4	0	4	0.00%
After retirement adjustments	90%	6	6	0	100.00%
Payroll Input	95%	28	28	0	100.00%
Transfer In	90%	1	0	1	0.00%
Transfer out	95%	0	0	0	
Member Estimate	95%	4	0	4	0.00%
Additional Conts	95%	4	4	0	100.00%
HR Estimate	90%	0	0	0	
Refunds	90%	0	0	0	
Re-employments	95%	4	2	2	50.00%
Leavers	95%	13	12	1	92.31%
Member Queries	90%	23	16	7	69.57%
Pension Saving Statement / AA	95%	1	0	1	0.00%
Remedy	95%	0	0	0	
New Starters	95%	6	6	0	100.00%
IDRP	95%	0	0	0	
Complaint	95%	1	1	0	100.00%
Member changes	90%	0	0	0	
<b>Totals / Average Overall</b>		105	82	23	<b>78.10%</b>

SLA not met  
 Standard SLA met