

Monthly SLA Statistics																		
Subject	Legal Deadline	SLA Deadline	SLA Target	Temporary SLA Target Apr - Dec	Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19	
					Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	75%	1	100.00%	0	100.00%	2	0.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Retirements	Notify amount of retirement benefits; within 1 months if on or after NPA; or 2 months from date of retirement if before NPA. Retirement Quote no more than 2 months from date of request unless already another request has been made within 12 months	10 working days	95%	75%	1	100.00%	2	100.00%	1	100.00%	4	100.00%	3	100.00%	1	100.00%	3	100.00%
Divorce	Provide a quotation 3 months from date of request	10 working days	95%	75%	0	100.00%	2	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
After retirement adjustments	N/A	10 working days	90%	70%	3	0.00%	1	100.00%	2	50.00%	0	100.00%	3	75.00%	0	100.00%	1	100.00%
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	70%	1	0.00%	0	100.00%	1	0.00%	0	100.00%	0	100.00%	2	0.00%	0	100.00%
Transfer out	N/A	10 working days	95%	75%	0	100.00%	0	100.00%	1	0.00%	2	0.00%	1	0.00%	0	100.00%	0	100.00%
Member Estimate	Provide a quotation 3 months from date of request	10 working days	95%	75%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	3	100.00%	2	100.00%
HR Estimate	Provide retirement quote no more than 2 months from date of request unless there has been a request already in last 12 months	10 working days	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Refunds	N/A	10 working days	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Leavers*	N/A	10 working days	95%	75%	4	50.00%	0	100.00%	4	75.00%	1	0.00%	5	80.00%	2	0.00%	1	100.00%
Member Queries	Inform members who left th scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	90%	70%	12	75.00%	8	87.50%	3	100.00%	5	100.00%	8	87.50%	7	100.00%	15	100.00%
Member changes	N/A	40 working days	90%	70%	3	0.00%	3	33.00%	6	83.00%	1	100.00%	2	50.00%	0	100.00%	6	83.33%
Totals / Average Overall	N/A	10 working days			25	68.75%	16	93.38%	20	67.33%	13	83.33%	22	82.71%	15	83.33%	28	98.61%
	Send notification of joining the LGPS to member 2 months from date joining or 1 month of receiving information of being enrolled / auto-enrolled	20 working days																

* Frozen, Deferred, Concurrent

** Elect to Separate, Re-emp quote, Re-emp Actual,

*** Address, Name, Nomination, IFA Requests

SLA not met
Temp SLA met
Standard SLA met