

## Benefit Administration Monthly SLA Statistics

Subject	Legal Deadline	SLA Deadline	Standard SLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sept - Dec
<b>Deaths</b>	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Retirements</b>	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 a other request has been made within 12 months	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Divorce</b>	Provide a quotation 3 months from date of request	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Interfund In</b>	N/A	10 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Transfer In</b>	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Interfund Out</b>	N/A	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Transfer out</b>	Provide a quotation 3 months from date of request	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Member Estimate</b>	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	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>HR Estimate</b>	N/A	10 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Refunds</b>	N/A	10 working days	<b>95%</b>	<b>75%</b>	<b>85%</b>
<b>Leavers*</b>	Inform members who left the scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Re-employments**</b>	N/A	40 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Assistant work***</b>	N/A	10 working days	<b>90%</b>	<b>70%</b>	<b>80%</b>
<b>Starters (PPF)</b>	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	<b>95%</b>	<b>75%</b>	<b>85%</b>

\* Frozen, Deferred, Concurrent

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

\*\*\* Address, Name, Nomination, IFA Requests

**Benefit Administration Monthly SLA Statistics**

Subject	SLA Target	Jan-19		Feb-19		Mar-19	
		Total Number Completed	% Achieved in SLA Deadline	Total Number Completed	% Achieved in SLA Deadline	Total Number Completed	% Achieved in SLA Deadline
Deaths	95%	50	82.00%	56	76.80%	82	81.71%
Retirements	95%	120	50.00%	100	60.40%	151	76.82%
Divorce	95%	7	100.00%	14	100.00%	15	100.00%
Interfund In	90%	38	53.00%	34	71.10%	40	72.50%
Transfer In	90%	21	48.00%	21	61.80%	37	78.38%
Interfund Out	95%	26	62.00%	49	75.50%	43	95.35%
Transfer out	95%	39	56.00%	44	77.30%	48	93.75%
Member Estimate	90%	41	38.00%	108	68.50%	92	92.39%
HR Estimate	90%	4	75.00%	8	75.00%	12	91.67%
Refunds	95%	107	51.00%	127	88.20%	74	94.59%
Leavers*	90%	505	38.00%	447	43.53%	421	50.35%
Re-employments**	90%	190	42.00%	223	30.30%	260	52.53%
<b>Totals / Average</b>		1148	57.92%	1231	69.04%	1275	81.67%

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Benefit Administration Monthly SLA Statistics				Nov-19			Dec-19			Jan-20		
Subject	Standards LA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sep- Dec	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline
				APC	90%	70%	80%	5	100.00%		7	85.71%
Deaths	95%	75%	85%	54	98.15%	TBC	65	98.46%	TBC	63	93.65%	TBC
Retirements	95%	75%	85%	80	98.75%	100.00%	70	94.29%	100.00%	96	95.83%	100.00%
Divorce	95%	75%	85%	10	100.00%		25	100.00%		13	100.00%	
Interfund In	90%	70%	80%	43	100.00%		45	91.11%		68	92.65%	
Transfer In	90%	70%	80%	59	96.61%	100.00%	40	97.50%	100.00%	48	97.92%	100.00%
Interfund Out	95%	75%	85%	65	100.00%		27	100.00%		55	92.73%	
Transfer out	95%	75%	85%	46	97.83%	100.00%	32	100.00%	100.00%	31	96.77%	100.00%
Member Estimate	90%	70%	80%	99	100.00%	100.00%	58	100.00%	100.00%	110	97.27%	100.00%
HR Estimate	90%	70%	80%	14	100.00%		6	100.00%		11	100.00%	
Refunds	95%	75%	85%	75	100.00%		53	100.00%		97	90.72%	
Leavers*	90%	70%	80%	306	98.04%	98.04%	405	92.84%	92.84%	428	94.86%	94.86%
Re-employments**	90%	70%	80%	76	100.00%		106	100.00%		117	95.73%	
Assistants***	90%	70%	80%	380	100.00%		318	100.00%		274	99.27%	
Starters (IPPF)	95%	75%	85%		TBC	TBC		TBC	TBC	50	100.00%	100.00%
<b>Totals / Average Overall</b>				1307	99.18%	99.52%	1250	98.02%	98.57%	1461	96.49%	118.97%

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\*\*\* Address, Name, Nomination, IFA Requests, Transfer pack