

### 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 abother 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 th 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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| Fire Service Monthly SLA Statistics |            |                                | Apr-19       |               | May-19       |               | Jun-19       |               | Jul-19       |               | Aug-19       |               | Sep-19       |               | Oct-19       |               | Nov-19       |               | Dec-19       |               | Jan-20       |               | Feb-20       |               | Mar-20       |               |
|-------------------------------------|------------|--------------------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|
| Subject                             | SLA Target | Temporary SLA Target Apr - Dec | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in | Total Number | % Achieved in |
|                                     |            |                                | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  | Completed    | SLA deadline  |
| Deaths                              | 95%        | 75%                            | 1            | 100.00%       | 0            | 100.00%       | 2            | 0.00%         | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 2            | 100.00%       | 0            | 100.00%       | 1            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Retirements                         | 95%        | 75%                            | 1            | 100.00%       | 2            | 100.00%       | 1            | 100.00%       | 4            | 100.00%       | 3            | 100.00%       | 1            | 100.00%       | 3            | 100.00%       | 4            | 75.00%        | 4            | 100.00%       | 2            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Divorce                             | 95%        | 75%                            | 0            | 100.00%       | 2            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| After retirement adjustments        | 90%        | 70%                            | 3            | 0.00%         | 1            | 100.00%       | 2            | 50.00%        | 0            | 100.00%       | 3            | 75.00%        | 0            | 100.00%       | 1            | 100.00%       | 2            | 100.00%       | 1            | 100.00%       | 5            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Transfer In                         | 90%        | 70%                            | 1            | 0.00%         | 0            | 100.00%       | 1            | 0.00%         | 0            | 100.00%       | 0            | 100.00%       | 2            | 0.00%         | 0            | 100.00%       | 1            | 0.00%         | 0            | 100.00%       | 1            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Transfer out                        | 95%        | 75%                            | 0            | 100.00%       | 0            | 100.00%       | 1            | 0.00%         | 2            | 0.00%         | 1            | 0.00%         | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 1            | 100.00%       | 3            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Member Estimate                     | 95%        | 75%                            | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 3            | 100.00%       | 2            | 100.00%       | 6            | 83.00%        | 0            | 100.00%       | 4            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| HR Estimate                         | 90%        | 70%                            | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 2            | 100.00%       | 0            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Refunds                             | 90%        | 70%                            | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Leavers*                            | 95%        | 75%                            | 4            | 50.00%        | 0            | 100.00%       | 4            | 75.00%        | 1            | 0.00%         | 5            | 80.00%        | 2            | 0.00%         | 1            | 100.00%       | 5            | 100.00%       | 6            | 100.00%       | 13           | 53.85%        | 0            | 0.00%         | 0            | 0.00%         |
| Member Queries                      | 90%        | 70%                            | 12           | 75.00%        | 8            | 87.50%        | 3            | 100.00%       | 5            | 100.00%       | 8            | 87.50%        | 7            | 100.00%       | 15           | 100.00%       | 9            | 100.00%       | 13           | 100.00%       | 17           | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| Member changes                      | 90%        | 70%                            | 3            | 0.00%         | 3            | 33.00%        | 6            | 83.00%        | 1            | 100.00%       | 2            | 50.00%        | 0            | 100.00%       | 6            | 83.33%        | 3            | 100.00%       | 5            | 100.00%       | 4            | 100.00%       | 0            | 0.00%         | 0            | 0.00%         |
| <b>Totals / Average Overall</b>     |            |                                | 25           | 68.75%        | 16           | 93.38%        | 20           | 67.33%        | 13           | 83.33%        | 22           | 82.71%        | 15           | 83.33%        | 28           | 98.61%        | 32           | 88.17%        | 32           | 100.00%       | 50           | 96.15%        | 0            | 0.00%         | 0            | 0.00%         |

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|                  |
|------------------|
| SLA not met      |
| Temp SLA met     |
| Standard SLA met |