

Subject	SLA Target	July 2023							Notes	
		Total Number Completed	Total Completed Within SLA Target	% Achieved in SLA Target	Up / Down / Same against previous month	% Achieved in Legal deadline	Total open cases	Total open cases in reply due		% in SLA Target
Deaths	95%	83	75	90.36	Up	100.00	298	241	13%	155 are historical cases
Retirements	95%	122	114	93.44	Up		278	95	68%	Some cases on hold for SCAPE
Annual Allowance	90%	7	5	71.43	Down		3	3	0%	
Trivial Commutation	95%	2	2	100.00	Up		3	0	100%	
Divorce	95%	15	15	100.00	Up	100.00	10	8	17%	
Interfund In	90%	75	67	89.33	Up		90	63	26%	
Transfer In	90%	45	17	37.78	Down		28	16	50%	Clearing backlog following new SCAPE factors
Interfund Out	95%	117	79	67.52	Down		57	17	46%	Clearing backlog following new SCAPE factors
Transfer out	95%	103	41	39.81	Down		29	14	50%	Clearing backlog following new SCAPE factors
Additional Pension Conts	90%	27	26	96.30	Up		10	1	80%	
Member Estimate	90%	23	19	82.61	Down	100.00	15	2	87%	
HR Estimate	90%	10	10	100.00	Up		7	7	43%	
Refunds	95%	73	72	98.63	Up		5	3	60%	
Leavers	90%	347	268	77.23	Up	77.23	993	188	45%	188 cases are backlog cases, 39 cases are lvrqy with employer team
Concurrent Merges	90%	41	38	92.68	Up		51	13	31%	
Re-employments	90%	125	114	91.20	Down		294	24	27%	
Member Enquiries	90%	282	274	97.16	Up		110	6	87%	
Member Updates	90%	195	195	100.00	Up		102	75	40%	MSS Add check task has now been removed as of mid July, so these number will reduce
Informal Complaints	90%	0	0	100.00	NA		0	0	100%	
Totals / Average		1,692	1,431	84.57		94.3	2383	776	51%	

NB Cases measured in %SLA include pending cases.