

Monthly SLA Statistics															
Subject	SLA Target	Jul-23					Aug-23					Sep-23			
		Total Number Completed	Number achieved in Target	Number over Target	% Achieved in SLA deadline	Open cases	Total Number Completed	Number achieved in Target	Number over Target	% Achieved in SLA deadline	Open cases	Total Number Completed	Number achieved in spec deadline	Percentage in spec	Open cases
Deaths	95%	2	2	0	100.00%	2			100.00%	5	1	0	0.00%	5	
Retirement Quote	95%	3	3	0	100.00%	1			100.00%	2			100.00%	3	
Retirement Actual	95%	3	3	0	100.00%	1			100.00%	1	1	1	100.00%	1	
Divorce	95%				100.00%	4			100.00%	4			100.00%	4	
After retirement adjustments	90%	2	2	0	100.00%	1			100.00%	2	1	1	100.00%	2	
Payroll Input	95%	13	13	0	100.00%		6	6	0	100.00%	0	2	2	100.00%	
Transfer In	90%				100.00%	3			100.00%	3			100.00%	4	
Transfer out	95%	1	1	0	100.00%	8	2	2	0	100.00%	8	1	0	0.00%	
Member Estimate	95%				100.00%				100.00%	0			100.00%		
Additional Concs	95%	7	7	0	100.00%	1			100.00%	0			100.00%		
HR Estimate	90%				100.00%				100.00%	0			100.00%		
Refunds	90%				100.00%				100.00%	0			100.00%		
Re-employments	95%	4	4	0	100.00%	1			100.00%	1			100.00%	2	
Leavers	95%	18	18	0	100.00%	12	3	3	0	100.00%	17	11	5	45.45%	
Member Queries	90%	4	4	0	100.00%	4	6	6	0	100.00%	10	5	5	100.00%	
Pension Saving Statement / AA	95%				100.00%				100.00%	0			100.00%		
Remedy	62 working days				100.00%	5			100.00%	3			100.00%	3	
IDRP					100.00%	1	2	2	0	100.00%	1			100.00%	
Member changes	90%				100.00%				100.00%	1			100.00%		
Totals / Average Overall		57	57	0	100.00%	44	19	19	0	91.41%	58	22	14	63.63%	

* Frozen, Deferred, Concurrent

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

*** Address, Name, Nomination, IFA Requests

SLA not met
Standard SLA met