

Subject	SLA Target	October 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%	104	97	93.27	Up	100.00	339	278	19%	155 are historical cases 113 payments completed 97.35% in SLA. Open cases include 54 cases referred to target tracing address and 30 cases due after 1 December 2023
Retirements	95%	353	322	91.22	Up	100.00	268	225	45%	
Annual Allowance	90%	20	20	100.00	Same		6	4	17%	
Trivial Commutation	95%	7	7	100.00	Same		5	0	100%	
Divorce	95%	15	14	93.33	Down	100.00	14	11	14%	
Interfund In	90%	119	101	84.87	Down		121	90	38%	
Transfer In	90%	28	20	71.43	Down	100.00	41	13	68%	
Interfund Out	95%	81	65	80.25	Down		61	27	64%	
Transfer out	95%	57	48	84.21	Down	100.00	24	8	54%	
Additional Pension Concs	90%	23	21	91.30	Down		17	5	65%	
Member Estimate	90%	14	12	85.71	Down	100.00	12	3	75%	
HR Estimate	90%	9	7	77.78	Down		8	2	50%	
Refunds	95%	134	123	91.79	Down		24	6	71%	
Leavers	90%	366	279	76.23	Up	76.23	1422	88	78%	Includes 62 cases assigned to employer team
Concurrent Merges	90%	45	34	75.56	Down		68	12	53%	
Re-employments	90%	88	69	78.41	Up		389	15	84%	
Member Enquiries	90%	429	395	92.07	Up		222	6	90%	
Member Updates	90%	62	61	98.39	Down		73	67	22%	
Informal Complaints	90%	1	1	100.00			2	0	100%	
<b>Totals / Average</b>		<b>1,955</b>	<b>1,696</b>	<b>86.75</b>		<b>96.17</b>	<b>3116</b>	<b>860</b>	<b>58%</b>	

NB Cases measured in %SLA include pending cases.