

Benefit Administration				Apr-20			May-20			Jun-20			Jul-20		
Subject	Legal Deadline	SLA Deadline	Standard SLA Target	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	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline
APC			90%	3	100.00%		0	100.00%		0	100.00%		2	100.00%	
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	61	98.36%	TBC	84	98.81%	TBC	90	97.78%	TBC	62	95.16%	TBC
Retirements	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	95%	82	96.34%	100.00%	76	94.74%	100.00%	97	98.97%	100.00%	102	94.12%	100.00%
Divorce	Provide a quotation 3 months from date of request	10 working days	95%	13	100.00%		12	100.00%		8	100.00%		17	100.00%	
Interfund In	N/A	10 working days	90%	63	98.41%		42	100.00%		60	98.33%		46	100.00%	
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	19	100.00%	100.00%	14	92.86%	100.00%	30	100.00%	100.00%	29	100.00%	100.00%
Interfund Out	N/A	10 working days	95%	116	47.41%		77	70.13%		69	62.32%		84	86.90%	
Transfer out	Provide a quotation 3 months from date of request	10 working days	95%	17	94.12%	100.00%	19	94.74%	100.00%	33	93.94%	100.00%	29	86.20%	100.00%
Member Estimate	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	90%	34	97.06%	100.00%	29	86.21%	100.00%	49	83.67%	100.00%	88	92.05%	100.00%
HR Estimate	N/A	10 working days	90%	2	100.00%		6	83.33%		16	100.00%		4	75.00%	
Refunds	N/A	10 working days	95%	8	100.00%		19	100.00%		27	100.00%		35	100.00%	
Leavers*	Inform members who left th scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	90%	243	99.59%	99.59%	164	98.78%	99.59%	272	98.90%	98.90%	316	98.42%	98.90%
Re-employments**	N/A	40 working days	90%	67	100.00%		55	100.00%		59	96.61%		61	98.36%	
Assistants***	N/A	10 working days	90%	249	100.00%		347	96.35%		399	89.97%		302	99.67%	
Starters (IPPF)	Send notification of joining the LGPS to	20 working days	95%	48	100.00%	100.00%	53	37.74%	100.00%	0	100.00%	100.00%	0	100.00%	100.00%
<b>Totals / Average Overall</b>				1022	95.09%	99.93%	997	94.00%	99.93%	1209	94.32%	99.82%	1175	94.71%	99.82%

\* Frozen, Deferred, Concurrent

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

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

SLA not met
Temp SLA met
Standard SLA met