

Benefit Administration Monthly SLA Statistics

Subject	Legal Deadline	SLA Deadline	Standard SLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sept - Dec
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	75%	85%
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 a another request has been made within 12 months	10 working days	95%	75%	85%
Divorce	Provide a quotation 3 months from date of request	10 working days	95%	75%	85%
Interfund In	N/A	10 working days	90%	70%	80%
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	70%	80%
Interfund Out	N/A	10 working days	95%	75%	85%
Transfer out	Provide a quotation 3 months from date of request	10 working days	95%	75%	85%
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%	70%	80%
HR Estimate	N/A	10 working days	90%	70%	80%
Refunds	N/A	10 working days	95%	75%	85%
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%	70%	80%
Re-employments**	N/A	40 working days	90%	70%	80%
Assistant work***	N/A	10 working days	90%	70%	80%
Starters (PPF)	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	95%	75%	85%

* 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%
Totals / Average		1148	57.92%	1231	69.04%	1275	81.67%

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Monthly SLA Statistics			Apr-19		May-19		Jun-19		Jul-19		Aug-19	
Subject	SLA Target	Temporary SLA Target Apr - Dec	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline
			Deaths	95%	75%	1	100.00%	0	100.00%	2	0.00%	0
Retirements	95%	75%	1	100.00%	2	100.00%	1	100.00%	4	100.00%	3	100.00%
Divorce	95%	75%	0	100.00%	2	100.00%	0	100.00%	0	100.00%	0	100.00%
After retirement adjustments	90%	70%	3	0.00%	1	100.00%	2	50.00%	0	100.00%	3	75.00%
Transfer In	90%	70%	1	0.00%	0	100.00%	1	0.00%	0	100.00%	0	100.00%
Transfer out	95%	75%	0	100.00%	0	100.00%	1	0.00%	2	0.00%	1	0.00%
Member Estimate	95%	75%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
HR Estimate	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Refunds	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Leavers*	95%	75%	4	50.00%	0	100.00%	4	75.00%	1	0.00%	5	80.00%
Member Queries	90%	70%	12	75.00%	8	87.50%	3	100.00%	5	100.00%	8	87.50%
Member changes	90%	70%	3	0.00%	3	33.00%	6	83.00%	1	100.00%	2	50.00%
Totals / Average Overall			25	68.75%	16	93.38%	20	67.33%	13	83.33%	22	82.71%

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SLA not met
Temp SLA met
Standard SLA met

Sep-19		Oct-19		Nov-19		Dec-19		Jan-20		Feb-20		Mar-20	
Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline
0	100.00%	0	100.00%	2	100.00%	0	100.00%	1	100.00%	1	100.00%	1	100.00%
1	100.00%	3	100.00%	4	75.00%	4	100.00%	2	100.00%	0	100.00%	2	100.00%
0	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	1	100.00%	0	100.00%
0	100.00%	1	100.00%	2	100.00%	1	100.00%	5	100.00%	1	100.00%	3	100.00%
2	0.00%	0	100.00%	1	0.00%	0	100.00%	1	100.00%	0	100.00%	1	100.00%
0	100.00%	0	100.00%	0	100.00%	1	100.00%	3	100.00%	0	100.00%	0	100.00%
3	100.00%	2	100.00%	6	83.00%	0	100.00%	4	100.00%	2	100.00%	3	100.00%
0	100.00%	0	100.00%	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	100.00%	0	100.00%
2	0.00%	1	100.00%	5	100.00%	6	100.00%	7	100.00%	6	100.00%	6	100.00%
7	100.00%	15	100.00%	9	100.00%	13	100.00%	17	100.00%	9	100.00%	8	100.00%
0	100.00%	6	83.33%	3	100.00%	5	100.00%	4	100.00%	5	100.00%	3	100.00%
15	83.33%	28	98.61%	32	88.17%	32	100.00%	44	100.00%	25	100.00%	27	100.00%

Monthly SLA Statistics		Jul-20		Aug-20		Sep-20		Oct-20	
Subject	SLA Target	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline
		Deaths	95%	0	100.00%	0	100.00%	2	50.00%
Retirements	95%	2	100.00%	1	100.00%	0	100.00%	4	100.00%
Divorce	95%	3	0.00%	2	100.00%	0	100.00%	0	100.00%
After retirement adjustments	90%	6	100.00%	3	100.00%	10	90.00%	5	100.00%
Transfer In	90%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Transfer out	95%	1	100.00%	0	100.00%	0	100.00%	0	100.00%
Member Estimate	95%	0	100.00%	0	100.00%	1	100.00%	0	100.00%
HR Estimate	90%	4	25.00%	0	100.00%	0	100.00%	1	0.00%
Refunds	90%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Leavers*	95%	6	66.00%	0	100.00%	0	100.00%	0	100.00%
Member Queries	90%	3	100.00%	0	100.00%	8	66.00%	6	100.00%
Member changes	90%	1	100.00%	6	50.00%	2	0.00%	6	100.00%
Totals / Average Overall		26	82.58%	12	95.83%	23	83.83%	22	91.67%

* Frozen, Deferred, Concurrent

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SLA not met
Standard SLA met

