

Benefit Administration Monthly SLA Statistics

Subject	Legal Deadline	SLA Deadline	Standard SLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sept - Dec	Altair Report Subjects to Include
APC	N/A	10 working days	90%	70%	80%	Addlcont, APC_OCC2
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	75%	85%	Death, D_Grant1, D_Grant2
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%	75%	85%	retirpay, retireqte, trivial, recalpen
Divorce	Provide a quotation 3 months from date of request	10 working days	95%	75%	85%	PSOQUOTE, PSOACTUL
Interfund In	N/A	10 working days	90%	70%	80%	ifainact, ifainpay, ifainquo
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	70%	80%	tvinactu. Tvinquot, tvinpay
Interfund Out	N/A	10 working days	95%	75%	85%	ifaopay, ifaoqte
Transfer out	Provide a quotation 3 months from date of request	10 working days	95%	75%	85%	tvoutpay, tvoutquo
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%	memest
HR Estimate	N/A	10 working days	90%	70%	80%	Hrest
Refunds	N/A	10 working days	95%	75%	85%	Refpayac
Leavers*	Inform members who left the scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	90%	70%	80%	Concurmg, deferred, Dbrecalc, Frozen
Re-employments**	N/A	40 working days	90%	70%	80%	AGG2CHK, REEMPLIN, REEMPQUO, REEMP_FR
Assistant work***	N/A	10 working days	90%	70%	80%	Address, Name, Nomination, ifareq
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%	I-PPF, PPFCHASE (task)

* Frozen, Deferred, Concurrent

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

*** Address, Name, Nomination, IFA Requests

Benefit Administration Monthly SLA Statistics												
Subject	StandardSLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sep-Dec	Jan-20			Feb-20			Mar-20		
				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%	70%	80%	2	100.00%		8	100.00%		4	100.00%	
Deaths	95%	75%	85%	63	93.65%	TBC	96	97.92%	TBC	57	94.90%	TBC
Retirements	95%	75%	85%	96	95.83%	100.00%	111	97.30%	100.00%	129	99.22%	100.00%
Divorce	95%	75%	85%	13	100.00%		12	100.00%		6	100.00%	
Interfund In	90%	70%	80%	68	92.65%		43	100.00%		66	92.42%	
Transfer In	90%	70%	80%	48	97.92%	100.00%	54	98.15%	100.00%	53	98.11%	100.00%
Interfund Out	95%	75%	85%	55	92.73%		111	100.00%		70	100.00%	
Transfer out	95%	75%	85%	31	96.77%	100.00%	34	100.00%	100.00%	28	100.00%	100.00%
Member Estimate	90%	70%	80%	110	97.27%	100.00%	124	98.39%	100.00%	63	100.00%	100.00%
HR Estimate	90%	70%	80%	11	100.00%		11	100.00%		14	100.00%	
Refunds	95%	75%	85%	97	90.72%		50	100.00%		23	100.00%	
Leavers*	90%	70%	80%	428	94.86%	94.86%	359	98.33%	98.33%	375	99.20%	99.20%
Re-employments**	90%	70%	80%	117	95.73%		70	100.00%		130	99.23%	
Assistants***	90%	70%	80%	274	99.27%		191	100.00%		179	99.44%	
Starters (IPPF)	95%	75%	85%	50	100.00%	100.00%	0	0.00%	0.00%	77	98.70%	98.70%
Totals / Average Overall				1461	96.49%	99.14%	1266	99.29%	99.67%	1270	98.75%	99.65%

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

SLA not met
Temp SLA met
Standard SLA met

Subject	StandardSLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sep-Dec
APC	90%	70%	80%
Deaths	95%	75%	85%
Retirements	95%	75%	85%
Divorce	95%	75%	85%
Interfund In	90%	70%	80%
Transfer In	90%	70%	80%
Interfund Out	95%	75%	85%
Transfer out	95%	75%	85%
Member Estimate	90%	70%	80%
HR Estimate	90%	70%	80%
Refunds	95%	75%	85%
Leavers*	90%	70%	80%
Re-employments**	90%	70%	80%
Assistants***	90%	70%	80%
Starters (IPPF)	95%	75%	85%
Totals / Average Overall			

Benefit Administration Monthly SLA Statistics

Subject	Standard SLA Target	May-20			Jun-20			Jul-20			Aug-20			Sep-20			Oct-20		
		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	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline
APC	90%	0	100.00%		0	100.00%		2	100.00%		1	100.00%		3	66.67%		8	100.00%	
Deaths	95%	84	98.81%	TBC	90	97.78%	TBC	62	95.16%	TBC	52	100.00%	TBC	54	98.15%	TBC	50	100.00%	TBC
Retirements	95%	76	94.74%	100.00%	97	98.97%	100.00%	102	94.12%	100.00%	73	100.00%	100.00%	85	96.47%	96.47%	99	98.99%	98.99%
Divorce	95%	12	100.00%		8	100.00%		17	100.00%		13	100.00%		19	100.00%		8	100.00%	
Interfund In	90%	42	100.00%		60	98.33%		46	100.00%		51	100.00%		39	92.31%		64	90.63%	
Transfer In	90%	14	92.86%	100.00%	30	100.00%	100.00%	29	100.00%	100.00%	29	100.00%	100.00%	24	87.50%	87.50%	22	86.36%	86.36%
Interfund Out	95%	77	70.13%		69	62.32%		84	86.90%		108	96.30%		54	90.36%		101	87.13%	
Transfer out	95%	19	94.74%	100.00%	33	93.94%	100.00%	29	86.20%	100.00%	34	92.50%	92.50%	30	80.00%	80.00%	51	84.31%	84.13%
Member Estimate	90%	29	86.21%	100.00%	49	83.67%	100.00%	88	92.05%	100.00%	35	94.59%	100.00%	63	100.00%	100.00%	49	91.84%	91.84%
HR Estimate	90%	6	83.33%		16	100.00%		4	75.00%		3	100.00%		1	100.00%		5	100.00%	
Refunds	95%	19	100.00%		27	100.00%		35	100.00%		12	100.00%		22	95.45%		15	100.00%	
Leavers*	90%	164	98.78%	99.59%	272	98.90%	98.90%	316	98.42%	98.42%	191	97.95%	97.95%	435	98.62%	98.62%	366	95.90%	95.90%
Re-employments**	90%	55	100.00%		59	96.61%		61	98.36%		76	80.26%		43	97.67%		45	91.11%	
Assistants***	90%	347	96.35%		399	89.97%		302	99.67%		190	95.00%		25	92.00%		626	100.00%	
Starters (IPPF)	95%	53	37.74%	100.00%	0	100.00%	100.00%	0	100.00%	100.00%	2	100.00%	100.00%	0	100.00%	100.00%	0	100.00%	100.00%
Totals / Average Overall		997	94.00%	99.93%	1209	94.32%	99.82%	1175	94.71%	99.74%	869	96.90%	98.41%	894	92.51%	93.77%	1501	94.73%	92.87%

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SLA not met
Temp SLA met
Standard SLA met