

Benefit Administration Monthly SLA Statistics			April 2021					May 2021					
Subject	Standard SLA Target	Temporary SLA Target From March 2021	Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	% Achieved in Legal deadline	Number of Open Cases	Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	% Achieved in Legal deadline
			Annual Allowance	90%	75%	0	0	0				5	3
APC	90%	75%	1	0	1	0.00		20	10	6	4	60.00	
Assistants***	90%	75%	14	12	2	85.71		164	32	18	14	56.25	
Deaths	95%	75%	29	24	5	82.76		289	46	31	15	67.39	
Divorce	95%	75%	10	9	1	90.00		12	13	13	0	100.00	
Enquiries	90%	75%	522	332	190	63.60		202	284	137	147	48.24	
HR Estimate	90%	75%	20	10	10	50.00		10	9	7	2	77.78	
Interfund In	90%	75%	12	3	9	25.00		89	50	18	32	36.00	
Interfund Out	95%	75%	33	3	30	9.09		107	29	9	20	31.03	
Leavers*	90%	75%	293	256	37	87.37	83.41	234	220	170	50	77.27	77.27
Member Estimate	90%	75%	52	26	26	50.00	50.00	15	67	45	22	67.16	67.16
Re-employments**	90%	75%	172	147	25	85.47		70	70	65	5	92.86	
Refunds	95%	75%	11	4	7	36.36		28	2	0	2	0.00	
Retirements	95%	75%	133	63	70	47.37	50.51	106	200	107	50	53.50	53.50
Transfer In	90%	75%	24	16	8	66.67	66.67	36	37	25	12	67.57	67.57
Transfer Out	95%	75%	39	8	31	20.51	20.51	89	11	6	5	54.55	54.55
<b>Totals / Average Overall</b>			1,365	913	452	57.14	54.22	1,471	1,085	660	382	67.83	64.01
<b>% Split</b>			100.00	66.89	33.11				100.00	60.83	35.21		

\* 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

Trained:

Admin Senior

Number of Open Cases	June 2021						July 2021					
	Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	% Achieved in Legal deadline	Number of Open Cases	Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	% Achieved in Legal deadline	Number of Open Cases
	2	0	2	0.00			2	0	2	0.00		2
10	5	4	1	80.00		9	4	4	0	100.00		3
223	35	17	18	48.57		97	367	287	5	78.20		210
292	67	36	31	53.73		271	45	39	6	86.67		276
12	21	21	0	100.00		9	12	12	0	100.00		13
172	572	335	237	58.57		177	550	379	171	68.91		125
12	12	7	5	58.33		16	15	3	12	20.00		6
86	74	47	27	63.51		60	38	23	15	60.53		70
123	73	7	66	9.59		82	85	43	30	50.59		62
293	349	313	36	89.68	89.68	242	434	374	60	86.18	86.18	276
26	43	26	17	60.47	60.47	41	77	47	30	61.04	61.04	24
39	50	39	11	78.00		23	33	30	3	90.91		110
26	21	20	1	95.24		19	41	32	9	78.05		17
188	168	98	70	58.33	58.33	186	255	131	124	51.37	51.37	158
28	18	10	8	55.56	55.56	28	23	19	4	82.61	82.61	31
76	26	16	10	61.54	61.54	81	66	22	44	33.33	33.33	33
1,606	1,536	996	540	69.37	65.12	1,341	2,047	1,445	515	74.88	62.91	1,416
	100.00	64.84	35.16				100.00	70.59	25.16			

	0	3
	1	4
	2	4
	1	4
	1	3
	2	4
	4	4
	3	4
	7	4
	3	4
	7	4
	5	4
	3	4
	2	4
	3	4