

Appendix A - Key Performance Indicators – June, July, August and September 2023

Function/Task	Indicator	Target	Month	Completed	Within Target	Over Target	% Within Target	RAG	Comments
Notify leavers of deferred benefit entitlements or concurrent amalgamation within 15 working days of receiving all relevant information.		90%	June	176	174	2	99	Green	SLA target met
			July	165	164	1	99	Green	SLA target met
			August	156	140	16	90	Green	SLA target met
			September	175	172	3	98	Green	SLA target met
Payment of retirement benefits from active employment.	Notify employees retiring from active membership of benefits award, from date payable or date of receiving all necessary information if later within 5 working days.	95%	June	33	32	1	97	Green	SLA target met
			July	24	18	6	75	Red	SLA target not met*
			August	26	17	9	65	Red	SLA target not met*
			September	48	35	13	73	Red	SLA target not met*
Payment of pension benefits from deferred membership status.	Notify members retiring from deferred membership status of benefits award, from date payable or date of receiving all necessary information if later within 10 working days.	90%	June	61	49	12	80	Amber	SLA target not met*
			July	66	61	5	92	Green	SLA target met
			August	85	64	21	75	Red	SLA target not met*
			September	50	36	14	72	Red	SLA target not met*
Award dependant benefits.	Issue award within 5 working days of receiving all necessary information.	95%	June	20	20	0	100	Green	SLA target met
			July	32	32	0	100	Green	SLA target met
			August	18	18	0	100	Green	SLA target met
			September	29	29	0	100	Green	SLA target met
Provide a maximum of one estimate of benefits to employees per year on request.	Estimate in agreed format provided within 10 working days from receipt of all information.	80%	June	64	62	2	97	Green	SLA target met
			July	47	44	3	94	Green	SLA target met
			August	50	45	5	90	Green	SLA target met
			September	23	21	2	91	Green	SLA target met

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Provide transfer-in quote to scheme member.	Letter issued within 10 working days of receipt of all appropriate information.	95%	June	46	45	1	98	Green	SLA target met
			July	42	42	0	100	Green	SLA target met
			August	17	17	0	100	Green	SLA target met
			September	22	20	2	91	Amber	SLA target not met**
Payment of transfer out.	Process transfer out payment – letter issued within 10 working days of receipt of all information needed to calculate transfer out payment.	90%	June	35	35	0	100	Green	SLA target met
			July	25	25	0	100	Green	SLA target met
			August	37	36	1	97	Green	SLA target met
			September	23	22	1	96	Green	SLA target met

* Payment of retirement benefits from active employment/payment of pension benefits from deferred membership status – several contributing factors that led to KPIs being missed for June, July, August and September. The team contended with periods of annual leave and sickness and two inexperienced team leaders were receiving training in preparation to replace a leaver and a maternity cover in August. The team itself is inexperienced with ongoing training continuing to be delivered at different levels.

Maternity leave across the wider Operations Team has impacted the ability to divert resources as required due to the back filing of those positions. In addition, following the release of the GAD factors, resource was allocated to clearing a divorce backlog.

Performance is expected to improve once the training requirements reduce at both officer and team leader level and skills and experience are embedded within the team. The medium to long term plan is to increase multi skilling to help with service resilience across teams.

** Provide transfer-in quote to scheme member – two cases were not processed in time leading to a missed KPI target for September. This was due to the volume of work within the team during a period of team leader annual leave.

Green: Equal to or above Service Level Agreement (SLA) target.

Amber: Below SLA target, but number completed within target is within 10% of the SLA target.

Red: Below SLA target and number completed within target is not within 10% of the SLA target.