Pensions Administration Management & Performance Monitoring 2014-15

LGSS

Cambridgeshire Pension Fund   Northamptonshire Pension Fund

# SLA Target – Provide a maximum of one estimate to employees per request per year
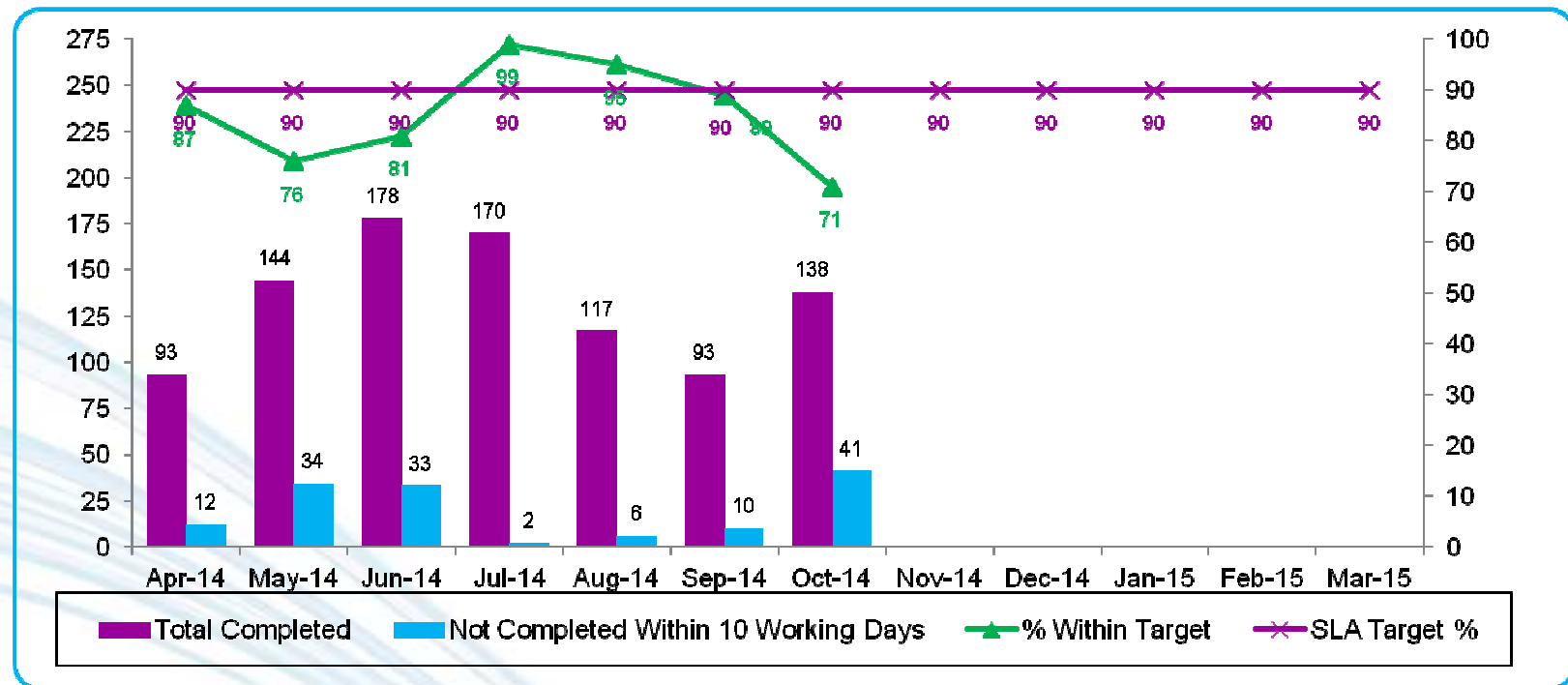
- This chart shows the number of cases and time period for issuing an estimate of benefits from receipt of all appropriate information, based on the SLA target.
- SLA target missed due to a large backlog in the checking of retirement estimates due to the high volumes of actual retirement processed in the month of September. The payment of benefits had to take priority at that time. The backlog was cleared in October.

LGSS

# SLA Target – Provide a divorce quotation to employees on request
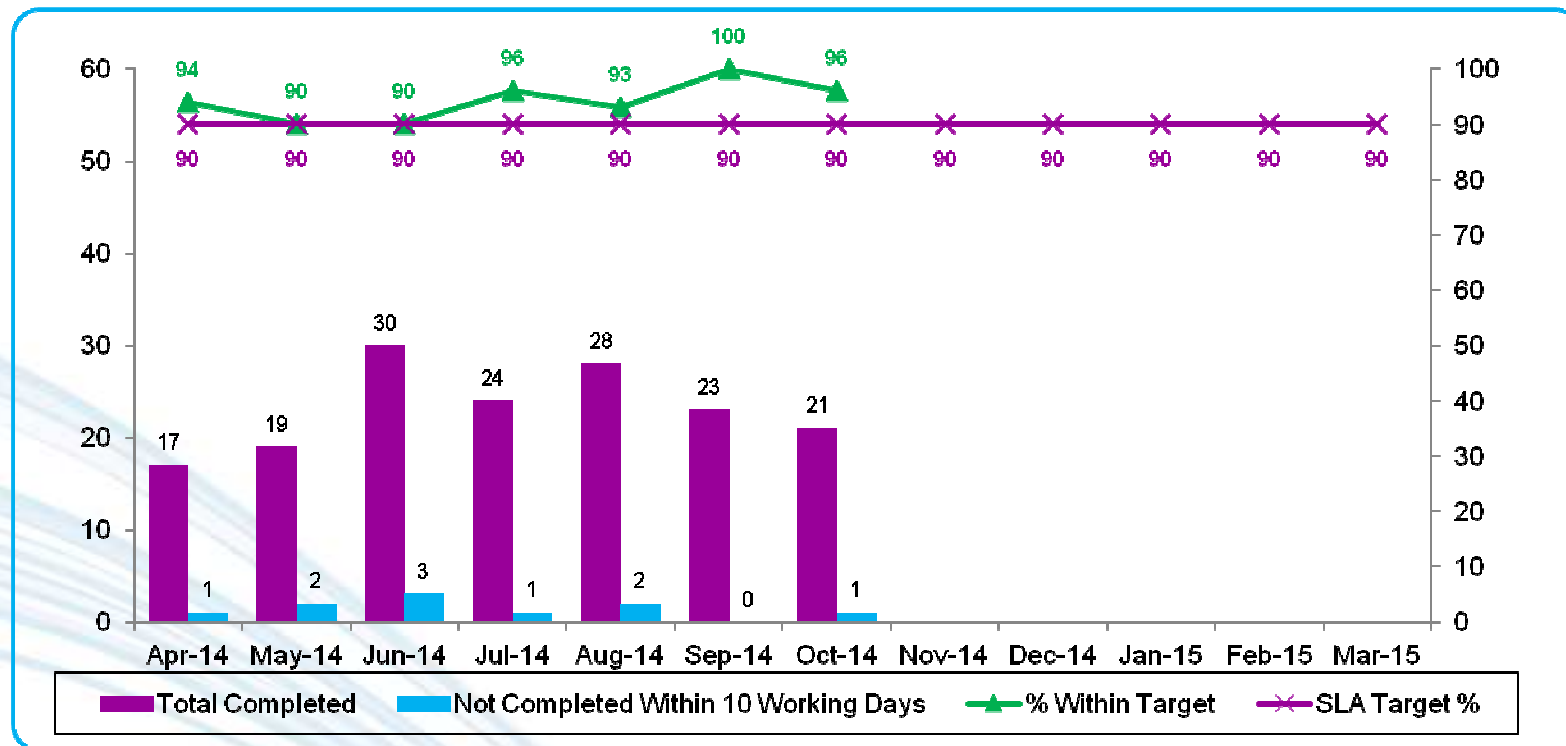
- This chart shows the number of cases and time period for providing a divorce quotation from receipt of all information, based on the SLA target.

SLA Target – Notify employees retiring from active membership of benefits award
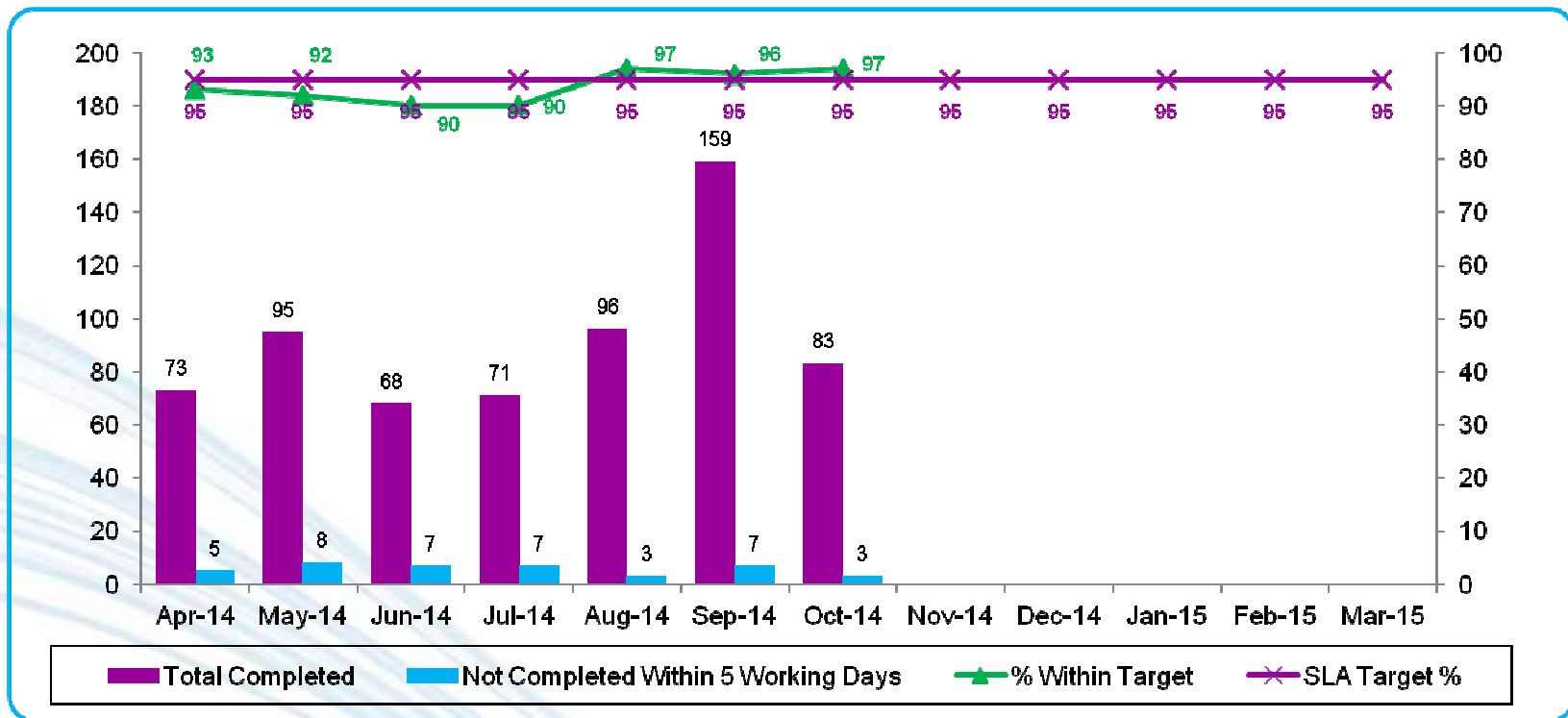
- This chart shows the number of cases and time period for notifying employees retiring from active membership of benefits award, from date payable or date of receiving all necessary information if later, based on the SLA target.

SLA Target – Acknowledge death of active / deferred / pensioner member
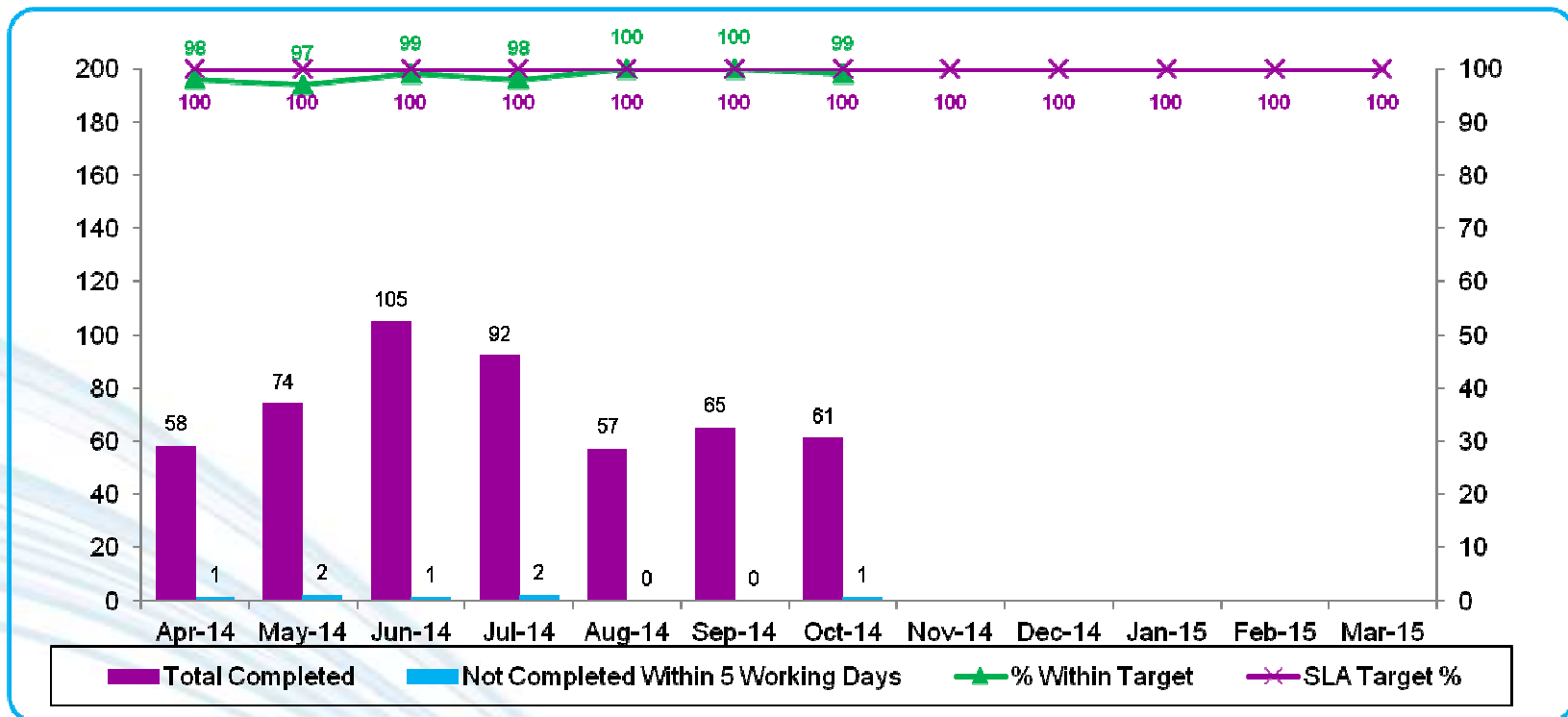
- This chart shows the number of cases and time period for acknowledging death of active / deferred / pensioner member following notification of death, based on the SLA target.