

Appendix 1 – Pension Service Key Performance Indicators for October, November and December 2023

Function/Task	Indicator	Target	Month	Completed	Within Target	Over Target	% Within Target	RAG	Comments
Notify leavers of deferred benefit entitlement	Notify leavers of deferred benefit entitlements or concurrent amalgamation within 15 working days of receiving all relevant information.	90%	October November December	181 214 153	178 197 146	3 17 7	98 92 95	Green Green Green	SLA target met SLA target met 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%	October November December	49 49 37	33 41 30	16 8 7	67 84 81	Red Red Red	SLA target not met* SLA target not met* 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%	October November December	80 102 79	65 90 70	15 12 9	81 88 89	Amber Amber Amber	SLA target not met* SLA target not met* SLA target not met*
Award dependant benefits	Issue award within 5 working days of receiving all necessary information.	95%	October November December	31 41 35	31 39 34	0 2 1	100 95 97	Green Green Green	SLA target met SLA target met SLA target met

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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.	90%	October	16	12	4	75	Red	SLA target not met*
			November	29	14	15	48	Red	SLA target not met*
			December	16	11	5	69	Red	SLA target not met*
Provide transfer-in quote to scheme member	Letter issued within 10 working days of receipt of all appropriate information.	95%	October	25	25	0	100	Green	SLA target met
			November	31	29	2	94	Amber	SLA target not met**
			December	35	34	1	97	Green	SLA target 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%	October	14	14	0	100	Green	SLA target met
			November	46	46	0	100	Green	SLA target met
			December	94	91	3	97	Green	SLA target met

* Payment of retirement benefits from active employment/payment of pension benefits from deferred membership status/provide a maximum of one estimate of benefits to employees per year on request – across October, November and December targets were missed due to ongoing training at team leader level and the impact of the McCloud remedy creating additional workloads. In addition, in December there was a high level of sickness across both Team Leader and Pension Officer levels.

Performance is expected to improve once the training requirements reduce at 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.

The payment of retirement benefits from active employment target is 10 working days from January 2024 as agreed by the Pension Committee, this will also alleviate pressure in this area going forwards.

** Provide transfer-in quote to scheme member – For November the target was missed on 2 cases, one was delayed at the checking stage and the other at the recalculation stage. The issues have been picked up within the team.

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- 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.