

# Appendix 1 - Key Performance Indicators – Pensions Service 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 entitlement	Notify leavers of deferred benefit entitlements or concurrent amalgamation within 15 working days of receiving all relevant information.	90%	June July August September	211 250 247 213	206 246 232 213	5 4 15 0	98 98 94 100	Green Green Green Green	SLA target met 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%	June July August September	47 34 42 49	45 27 31 38	2 7 11 11	96 79 74 78	Green Red Red Red	SLA target met 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%	June July August September	109 98 86 82	84 86 59 66	25 12 27 16	77 88 69 80	Red Amber Red Amber	SLA target not met* 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%	June July August September	24 30 23 41	24 30 22 40	0 0 1 1	100 100 96 98	Green Green Green Green	SLA target met SLA target met SLA target met 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.	90%	June July August September	69 54 32 30	68 50 25 25	1 4 7 5	99 93 78 83	Green Green Red Amber	SLA target met SLA target met SLA target not met** SLA target not met**

Provide transfer-in quote to scheme member	Letter issued within 10 working days of receipt of all appropriate information.	95%	June	39	39	0	100	Green	SLA target met
			July	67	67	0	100	Green	SLA target met
			August	21	21	0	100	Green	SLA target met
			September	25	25	0	100	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%	June	40	40	0	100	Green	SLA target met
			July	39	38	1	97	Green	SLA target met
			August	44	42	2	95	Green	SLA target met
			September	34	33	1	97	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 KPI targets 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 a maximum of one estimate of benefits to employees per year on request – the same team that processes retirements from active and deferred status are also responsible for the production of estimates and therefore the same factors apply for the missed targets in August and September.

**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

