

# Appendix 1 – Pension Service Key Performance Indicators for January and February 2024

| 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%    | January<br>February | 220<br>164 | 211<br>153    | 9<br>11     | 96<br>93        | Green<br>Green | SLA target met<br>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 10 working days.        | 95%    | January<br>February | 35<br>35   | 35<br>34      | 0<br>1      | 100<br>97       | Green<br>Green | SLA target met<br>SLA target 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%    | January<br>February | 68<br>67   | 66<br>61      | 2<br>6      | 97<br>91        | Green<br>Green | SLA target met<br>SLA target met           |
| Award dependant benefits                                    | Issue award within 5 working days of receiving all necessary information.  | 95%    | January<br>February | 25<br>23   | 21<br>20      | 4<br>3      | 84<br>87        | Amber<br>Amber | SLA target not met*<br>SLA target not 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%    | January<br>February | 31<br>25  | 13<br>22      | 18<br>3     | 42<br>88        | Red<br>Amber   | SLA target not met**<br>SLA target not met** |
| Provide transfer-in quote to scheme member                                     | Letter issued within 10 working days of receipt of all appropriate information.   | 95%    | January<br>February | 44<br>32  | 44<br>32      | 0<br>0      | 100<br>100      | Green<br>Green | SLA target met<br>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%    | January<br>February | 34<br>22  | 34<br>22      | 0<br>0      | 100<br>100      | Green<br>Green | SLA target met<br>SLA target met             |

Targets were missed for awarding dependant benefits and providing an estimate of benefits in January and February due to the backlog that has been created following on from previous months high levels of sickness.

During the period mentioned the performance was below target for the processing of dependant benefits, the seven missed cases were due to the notification task being finalised late. This has been raised within the team to prevent recurrence.

Training and resources have been allocated to cases where a benefit was due as a priority. Additional time will be dedicated to estimate cases as resources stabilise. Sickness levels are being addressed through absence management procedures.

Performance is expected to improve once the training requirements reduce at team leader level as 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.

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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.