

## Key Performance Indicators – Pensions Service April and May 2022

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 fifteen working days of receiving all relevant information.	90%	April May	157 231	153 220	4 11	97 95	Green Green	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 five working days.	95%	April May	36 68	36 65	0 3	100 96	Green Green	SLA target met 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 ten working days.	90%	April May	60 95	57 86	3 9	95 91	Green Green	SLA target met SLA target met
Award dependant benefits – <b>Statutory</b>	Issue award within five working days of receiving all necessary information.	95%	April May	34 40	34 38	0 2	100 95	Green Green	SLA target met SLA target met
Provide a maximum of one estimate of benefits to employees per year on request – <b>Statutory</b>	Estimate in agreed format provided within ten working days from receipt of all information.	90%	April May	40 64	40 61	0 3	100 95	Green Green	SLA target met SLA target met

Provide transfer-in quote to scheme member – <b>Statutory</b>	Letter issued within ten working days of receipt of all appropriate information.	95%	April May	15 47	15 47	0 0	100 100	Green Green	SLA target met SLA target met
Payment of transfer out – <b>Statutory</b>	Process transfer out payment – letter issued within ten working days of receipt of all information needed to calculate transfer out payment.	90%	April May	24 10	20 8	4 2	83 80	Amber Amber	SLA target not met* SLA target not met*

\* Payment of transfer out – April and May targets missed due to performance issues within the team, individuals within the team have been reminded to ensure that any recalculations are set to the appropriate priority to be rechecked. There will be closer monitoring of outstanding casework within the team going forward.

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

**Amber:** If there is a statutory target - below SLA target, but all within statutory target.  
If there is no statutory target - below SLA target, but number completed within target is within 10% of the SLA target.

**Red:** If there is a statutory target - below SLA target and not within statutory target.  
If there is no statutory target - below SLA target and number completed within target is not within 10% of the SLA target

