

Appendix 1 – Pension Service Key Performance Indicators for February and March 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%	February March	164 190	153 186	11 4	93 98	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 10 working days (from January, previously 5).	95%	February March	35 44	34 41	1 3	97 93	Green Amber	SLA target 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%	February March	67 55	61 54	6 1	91 98	Green Green	SLA target met SLA target met
Award dependant benefits	Issue award within 5 working days of receiving all necessary information.	95%	February March	23 34	20 34	3 0	87 100	Amber Green	SLA target not met* SLA target met

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Function/Task	Indicator	Target	Month	Completed	Within Target	Over Target	% Within Target	RAG	Comments
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%	February	66	34	32	52	Red	SLA target not met*
			March	41	27	14	66	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%	February	32	32	0	100	Green	SLA target met
			March	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%	February	22	22	0	100	Green	SLA target met
			March	23	22	1	96	Green	SLA target met

Targets were missed for awarding dependant benefits in February due to two cases where the notification letters has been finalised late and one case where delays occurred at checking stage. The team has been impacted by higher than anticipated sickness levels, vacancies and experience within the team. This has been raised within the team to prevent recurrence.

The target for proving an estimate of benefits has been missed for both February and March. Following on from previous months high levels of sickness, the team are now focusing on working through the backlog that has been created. The clearance of the backlog has been impacted by continued higher than anticipated sickness levels, vacancies and experience within the team.

In March the target for notifying employees retiring from active membership of their benefit award has been missed due to three cases being delayed at the checking stage due to the resourcing issues highlighted above.

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.