

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total	2016-17	2015-16	2014-15
<b>1. Written queries answered or acknowledged</b>																
Processed	559	523	360	658	663	615	525	645	644	517	616	655	6,980	7,006	6,863	5,068
Processed in time	542	495	334	636	641	587	511	618	623	505	603	637	6,732	6,585	6,463	4,727
Percentage on time	97%	95%	93%	97%	97%	95%	97%	96%	97%	98%	98%	97%	96.4%	94.0%	94.2%	93.3%
<b>2. New starters processed</b>																
Processed	1,982	2,164	1,047	1,824	1,407	1,274	1,083	1,257	1,613	1,456	1,004	1,435	17,546	18,990	18,619	15,098
Processed in time	1,964	2,134	1,046	1,815	1,405	1,257	1,082	1,256	1,612	1,433	995	1,435	17,434	18,846	17,034	12,990
Percentage on time	99%	99%	100%	100%	100%	99%	100%	100%	100%	98%	99%	100%	99.4%	99.2%	91.5%	86.0%
<b>3. Changes in details processed</b>																
Processed	1,341	1,782	1,108	1,551	1,484	1,666	1,410	177	1,445	2,172	1,618	2,602	18,356	21,683	25,326	23,750
Processed in time	1,337	1,775	1,102	1,547	1,481	1,658	1,408	177	1,441	2,165	1,612	2,596	18,299	21,479	24,733	23,148
Percentage on time	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.7%	99.1%	97.7%	97.5%
<b>4. Helpline telephone calls answered in office hours</b>																
Offered	4,983	4,271	2,660	5,173	4,853	5,692	5,027	5,800	4,974	4,451	5,280	5,400	58,564	66,692	59,074	72,508
Answered	4,386	3,884	2,446	4,819	4,475	5,165	4,385	5,031	4,295	3,968	4,518	4,656	52,028	56,421	51,666	58,769
Percentage answered	88%	91%	92%	93%	92%	91%	87%	87%	86%	89%	86%	86%	88.8%	84.6%	87.5%	81.1%
<b>5. Pensions forecasts for deferred members</b>																
Processed	0	0	0	0	0	0	0	100,033	0	0	0	0	100,033	91,816	90,290	87,739
Processed in time	0	0	0	0	0	0	0	100,033	0	0	0	0	100,033	91,794	90,290	79,137
Percentage on time								100%					100.0%	100.0%	100.0%	90.2%
<b>6. Pensions forecasts for active members</b>																
Processed	1,214	836	261	102	264	216	0	0	0	0	105,698	815	109,406	107,222	106,357	105,471
Processed in time	0	0	0	0	0	0	0	0	0	0	102,444	0	102,444	103,253	73,668	7,373
Percentage on time	0%	0%	0%	0%	0%	0%					97%	0%	93.6%	96.3%	69.3%	7.0%
<b>7. Postings queries for employers issued</b>																
Processed	0	0	0	0	0	10	317	2,199	3,501	448	106	2	6,583	4,590	2,996	
Processed in time	0	0	0	0	0	10	317	2,199	3,495	436	106	2	6,565	1,619	1,276	
Percentage on time						100%	100%	100%	100%	97%	100%	100%	99.7%	35.3%	42.6%	

Oct-16   Nov-16   Dec-16   Jan-17   Feb-17   Mar-17   Apr-17   May-17   Jun-17   Jul-17   Aug-17   Sep-17   Total   2016-17   2015-16   2014-15

**8. Technical guidance issued to employers**

Processed	0	3	1	2	3	0	1	1	0	1	5	1	18	18	7	7
Processed in time	0	3	1	2	3	0	1	1	0	1	5	1	18	18	6	7
Percentage on time		100%	100%	100%	100%		100%	100%		100%	100%	100%	100.0%	100.0%	85.7%	100.0%

**9. Pension savings statements**

Processed	138	40	14	7	1	3	1	5	0	3	2	217	431	274	453	148
Processed in time	138	40	14	7	1	3	1	5	0	3	2	217	431	274	378	148
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100.0%	100.0%	83.4%	100.0%

**10. Estimates for divorce purposes**

Processed	36	66	19	36	43	70	36	46	53	63	38	58	564	538	539	464
Processed in time	35	60	19	33	42	69	32	46	53	63	37	58	547	506	523	452
Percentage on time	97%	91%	100%	92%	98%	99%	89%	100%	100%	100%	97%	100%	97.0%	94.1%	97.0%	97.4%

**11. Non LGPS transfers in processed**

Processed	9	6	2	9	9	5	5	2	2	3	6	6	64	66	135	84
Processed in time	9	6	2	9	9	5	5	2	2	3	6	6	64	65	133	77
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	98.5%	98.5%	91.7%

**12. Non LGPS transfer out quotations processed**

Processed	123	116	101	93	150	115	110	151	130	130	87	135	1,441	1,215	1,048	875
Processed in time	108	116	94	93	150	115	110	148	127	129	87	135	1,412	1,014	1,015	845
Percentage on time	88%	100%	93%	100%	100%	100%	100%	98%	98%	99%	100%	100%	98.0%	83.5%	96.9%	96.6%

**13. Non LGPS transfer out payments processed**

Processed	17	19	9	21	20	41	26	35	14	36	30	19	287	260	216	248
Processed in time	17	19	9	21	20	41	26	35	14	34	30	19	285	250	212	240
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	99.3%	96.2%	98.1%	96.8%

**14. Internal and concurrent transfers processed**

Processed	414	435	235	233	422	276	341	424	399	340	312	494	4,325	3,264	848	346
Processed in time	309	354	224	210	355	187	303	320	284	231	235	289	3,301	2,227	508	273
Percentage on time	75%	81%	95%	90%	84%	68%	89%	75%	71%	68%	75%	59%	76.3%	68.2%	59.9%	78.9%

	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total	2016-17	2015-16	2014-15
<b>15. Refund payments made</b>																
Processed	144	165	186	386	195	212	189	169	148	175	204	137	2,310	1,804	1,328	470
Processed in time	141	158	175	366	166	195	176	145	129	171	193	129	2,144	1,522	1,138	409
Percentage on time	98%	96%	94%	95%	85%	92%	93%	86%	87%	98%	95%	94%	92.8%	84.4%	85.7%	87.0%
<b>16. Deferred benefits calculated</b>																
Processed	937	957	872	1,091	951	935	867	692	947	834	1,138	804	11,025	11,470	10,010	5,145
Processed in time	603	566	380	611	494	488	541	436	563	455	816	595	6,548	4,088	667	3,196
Percentage on time	64%	59%	44%	56%	52%	52%	62%	63%	59%	55%	72%	74%	59.4%	35.6%	6.7%	62.1%
<b>17. Annuity quotations calculated</b>																
Processed	10	12	6	6	2	6	3	4	7	7	5	10	78	108	125	114
Processed in time	10	12	6	6	2	6	3	4	7	7	5	10	78	108	124	112
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	99.2%	98.2%
<b>18. APC illustrations calculated</b>																
Processed	14	18	10	21	21	28	14	16	13	17	26	40	238	230	192	209
Processed in time	14	18	10	21	21	28	14	16	12	16	25	38	233	229	186	180
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	92%	94%	96%	95%	97.9%	99.6%	96.9%	86.1%
<b>19. AVC amendments noted on ALTAIR</b>																
Processed	96	94	78	73	36	209	56	46	17	116	27	277	1,125	1,480	1,324	2,051
Processed in time	96	94	78	72	35	89	56	45	17	116	26	191	915	1,357	1,080	1,841
Percentage on time	100%	100%	100%	99%	97%	43%	100%	98%	100%	100%	96%	69%	81.3%	91.7%	81.6%	89.8%
<b>20. New retirements benefit options sent</b>																
Processed	218	326	175	251	194	258	217	239	226	279	235	153	2,771	3,086	3,189	2,540
Processed in time	217	326	173	251	193	246	115	212	182	265	218	144	2,542	2,736	2,934	1,846
Percentage on time	100%	100%	99%	100%	99%	95%	53%	89%	81%	95%	93%	94%	91.7%	88.7%	92.0%	72.7%
<b>21. New retirements processed for payment</b>																
Processed	233	270	238	177	183	259	234	221	211	204	301	153	2,684	3,035	2,956	2,488
Processed in time	233	270	235	176	181	249	228	201	207	192	295	151	2,618	3,016	2,941	2,342
Percentage on time	100%	100%	99%	99%	99%	96%	97%	91%	98%	94%	98%	99%	97.5%	99.4%	99.5%	94.1%

Oct-16   Nov-16   Dec-16   Jan-17   Feb-17   Mar-17   Apr-17   May-17   Jun-17   Jul-17   Aug-17   Sep-17   Total   2016-17   2015-16   2014-15

**22. Deferred benefits processed for payment**

Processed	348	393	287	379	345	414	287	357	424	400	394	375	4,403	4,334	3,379	2,720
Processed in time	348	387	286	377	341	408	279	355	421	399	393	372	4,366	4,282	3,246	2,582
Percentage on time	100%	98%	100%	99%	99%	99%	97%	99%	99%	100%	100%	99%	99.2%	98.8%	96.1%	94.9%

**23. Notifications of death processed**

Processed	272	306	221	465	417	367	297	293	364	333	279	318	3,932	3,882	3,820	3,166
Processed in time	238	193	126	348	383	329	269	271	302	278	267	303	3,307	3,184	3,442	3,032
Percentage on time	88%	63%	57%	75%	92%	90%	91%	92%	83%	83%	96%	95%	84.1%	82.0%	90.1%	95.8%

**24. Dependant's pensions processed for payment**

Processed	102	133	92	112	150	147	122	122	144	125	97	109	1,455	1,441	1,358	1,184
Processed in time	101	117	91	111	150	145	120	120	144	124	95	108	1,426	1,386	1,337	1,142
Percentage on time	99%	88%	99%	99%	100%	99%	98%	98%	100%	99%	98%	99%	98.0%	96.2%	98.5%	96.5%

**25. Death grants processed for payment**

Processed	47	48	49	39	48	66	64	34	48	54	86	64	647	608	592	440
Processed in time	41	38	46	39	48	63	60	33	45	52	82	60	607	543	566	399
Percentage on time	87%	79%	94%	100%	100%	95%	94%	97%	94%	96%	95%	94%	93.8%	89.3%	95.6%	90.7%

**26. Retirement lump sum processed by payroll**

Processed	505	519	459	451	409	456	509	541	511	471	441	635	5,907	6,063	5,542	4,603
Processed in time	503	519	458	451	409	456	509	540	511	471	441	615	5,883	6,047	5,542	4,603
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	99.6%	99.7%	100.0%	100.0%

**27. Payments recalled due to death**

Processed	292	294	248	472	326	349	253	315	319	274	250	306	3,698	3,725	3,790	3,153
Processed in time	292	294	248	472	326	349	253	315	319	274	250	306	3,698	3,725	3,790	3,153
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%

**28. Changes to bank details made**

Processed	140	140	80	130	144	143	185	216	158	143	139	102	1,720	1,847	1,963	1,938
Processed in time	140	140	80	130	144	143	185	216	158	143	139	102	1,720	1,847	1,963	1,938
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%