

| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Total | 2016-17 | 2015-16 | 2014-15 |
|---|--------|--------|--------|--------|--------|--------|---------|--------|--------|---------|--------|--------|---------|---------|---------|---------|
| 1. Written queries answered or acknowledged | | | | | | | | | | | | | | | | |
| Processed | 523 | 360 | 658 | 663 | 615 | 525 | 645 | 644 | 517 | 616 | 655 | 547 | 6,968 | 7,006 | 6,863 | 5,068 |
| Processed in time | 495 | 334 | 636 | 641 | 587 | 511 | 618 | 623 | 505 | 603 | 637 | 534 | 6,724 | 6,585 | 6,463 | 4,727 |
| Percentage on time | 95% | 93% | 97% | 97% | 95% | 97% | 96% | 97% | 98% | 98% | 97% | 98% | 96.5% | 94.0% | 94.2% | 93.3% |
| 2. New starters processed | | | | | | | | | | | | | | | | |
| Processed | 2,164 | 1,047 | 1,824 | 1,407 | 1,274 | 1,083 | 1,257 | 1,613 | 1,456 | 1,004 | 1,435 | 0 | 15,564 | 18,990 | 18,619 | 15,098 |
| Processed in time | 2,134 | 1,046 | 1,815 | 1,405 | 1,257 | 1,082 | 1,256 | 1,612 | 1,433 | 995 | 1,435 | 0 | 15,470 | 18,846 | 17,034 | 12,990 |
| Percentage on time | 99% | 100% | 100% | 100% | 99% | 100% | 100% | 100% | 98% | 99% | 100% | | 99.4% | 99.2% | 91.5% | 86.0% |
| 3. Changes in details processed | | | | | | | | | | | | | | | | |
| Processed | 1,782 | 1,108 | 1,551 | 1,484 | 1,666 | 1,410 | 177 | 1,445 | 2,172 | 1,618 | 2,602 | 1,936 | 18,951 | 21,683 | 25,326 | 23,750 |
| Processed in time | 1,775 | 1,102 | 1,547 | 1,481 | 1,658 | 1,408 | 177 | 1,441 | 2,165 | 1,612 | 2,596 | 1,929 | 18,891 | 21,479 | 24,733 | 23,148 |
| Percentage on time | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.7% | 99.1% | 97.7% | 97.5% |
| 4. Helpline telephone calls answered in office hours | | | | | | | | | | | | | | | | |
| Offered | 4,271 | 2,660 | 5,173 | 4,853 | 5,692 | 5,027 | 5,800 | 4,974 | 4,451 | 5,280 | 5,400 | 4,763 | 58,344 | 66,692 | 59,074 | 72,508 |
| Answered | 3,884 | 2,446 | 4,819 | 4,475 | 5,165 | 4,385 | 5,031 | 4,295 | 3,968 | 4,518 | 4,656 | 4,304 | 51,946 | 56,421 | 51,666 | 58,769 |
| Percentage answered | 91% | 92% | 93% | 92% | 91% | 87% | 87% | 86% | 89% | 86% | 86% | 90% | 89.0% | 84.6% | 87.5% | 81.1% |
| 5. Pensions forecasts for deferred members | | | | | | | | | | | | | | | | |
| Processed | 0 | 0 | 0 | 0 | 0 | 0 | 100,033 | 0 | 0 | 0 | 0 | 0 | 100,033 | 91,816 | 90,290 | 87,739 |
| Processed in time | 0 | 0 | 0 | 0 | 0 | 0 | 100,033 | 0 | 0 | 0 | 0 | 0 | 100,033 | 91,794 | 90,290 | 79,137 |
| Percentage on time | | | | | | | 100% | | | | | | 100.0% | 100.0% | 100.0% | 90.2% |
| 6. Pensions forecasts for active members | | | | | | | | | | | | | | | | |
| Processed | 836 | 261 | 102 | 264 | 216 | 0 | 0 | 0 | 0 | 102,444 | 815 | 170 | 105,108 | 107,222 | 106,357 | 105,471 |
| Processed in time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 102,444 | 0 | 0 | 102,444 | 103,253 | 73,668 | 7,373 |
| Percentage on time | 0% | 0% | 0% | 0% | 0% | | | | | 100% | 0% | 0% | 97.5% | 96.3% | 69.3% | 7.0% |
| 7. Postings queries for employers issued | | | | | | | | | | | | | | | | |
| Processed | 0 | 0 | 0 | 0 | 10 | 317 | 2,199 | 3,501 | 448 | 106 | 2 | 1 | 6,584 | 4,590 | 2,996 | |
| Processed in time | 0 | 0 | 0 | 0 | 10 | 317 | 2,199 | 3,495 | 436 | 106 | 2 | 1 | 6,566 | 1,619 | 1,276 | |
| Percentage on time | | | | | 100% | 100% | 100% | 100% | 97% | 100% | 100% | 100% | 99.7% | 35.3% | 42.6% | |

| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Total | 2016-17 | 2015-16 | 2014-15 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| 8. Technical guidance issued to employers | | | | | | | | | | | | | | | | |
| Processed | 3 | 1 | 2 | 3 | 0 | 1 | 1 | 0 | 1 | 5 | 1 | 1 | 19 | 18 | 7 | 7 |
| Processed in time | 3 | 1 | 2 | 3 | 0 | 1 | 1 | 0 | 1 | 5 | 1 | 1 | 19 | 18 | 6 | 7 |
| Percentage on time | 100% | 100% | 100% | 100% | | 100% | 100% | | 100% | 100% | 100% | 100% | 100.0% | 100.0% | 85.7% | 100.0% |
| 9. Pension savings statements | | | | | | | | | | | | | | | | |
| Processed | 40 | 14 | 7 | 1 | 3 | 1 | 5 | 0 | 3 | 2 | 217 | 177 | 470 | 274 | 453 | 148 |
| Processed in time | 40 | 14 | 7 | 1 | 3 | 1 | 5 | 0 | 3 | 2 | 217 | 177 | 470 | 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 | 66 | 19 | 36 | 43 | 70 | 36 | 46 | 53 | 63 | 38 | 58 | 55 | 583 | 538 | 539 | 464 |
| Processed in time | 60 | 19 | 33 | 42 | 69 | 32 | 46 | 53 | 63 | 37 | 58 | 55 | 567 | 506 | 523 | 452 |
| Percentage on time | 91% | 100% | 92% | 98% | 99% | 89% | 100% | 100% | 100% | 97% | 100% | 100% | 97.3% | 94.1% | 97.0% | 97.4% |
| 11. Non LGPS transfers in processed | | | | | | | | | | | | | | | | |
| Processed | 6 | 2 | 9 | 9 | 5 | 5 | 2 | 2 | 3 | 6 | 6 | 5 | 60 | 66 | 135 | 84 |
| Processed in time | 6 | 2 | 9 | 9 | 5 | 5 | 2 | 2 | 3 | 6 | 6 | 5 | 60 | 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 | 116 | 101 | 93 | 150 | 115 | 110 | 151 | 130 | 130 | 87 | 135 | 102 | 1,420 | 1,215 | 1,048 | 875 |
| Processed in time | 116 | 94 | 93 | 150 | 115 | 110 | 148 | 127 | 129 | 87 | 135 | 102 | 1,406 | 1,014 | 1,015 | 845 |
| Percentage on time | 100% | 93% | 100% | 100% | 100% | 100% | 98% | 98% | 99% | 100% | 100% | 100% | 99.0% | 83.5% | 96.9% | 96.6% |
| 13. Non LGPS transfer out payments processed | | | | | | | | | | | | | | | | |
| Processed | 19 | 9 | 21 | 20 | 41 | 26 | 35 | 14 | 36 | 30 | 19 | 22 | 292 | 260 | 216 | 248 |
| Processed in time | 19 | 9 | 21 | 20 | 41 | 26 | 35 | 14 | 34 | 30 | 19 | 22 | 290 | 250 | 212 | 240 |
| Percentage on time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 94% | 100% | 100% | 100% | 99.3% | 96.2% | 98.1% | 96.8% |
| 14. Internal and concurrent transfers processed | | | | | | | | | | | | | | | | |
| Processed | 435 | 235 | 233 | 422 | 276 | 341 | 424 | 399 | 340 | 312 | 497 | 324 | 4,238 | 3,264 | 848 | 346 |
| Processed in time | 354 | 224 | 210 | 355 | 187 | 303 | 320 | 284 | 231 | 235 | 290 | 297 | 3,290 | 2,227 | 508 | 273 |
| Percentage on time | 81% | 95% | 90% | 84% | 68% | 89% | 75% | 71% | 68% | 75% | 58% | 92% | 77.6% | 68.2% | 59.9% | 78.9% |

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

15. Refund payments made

| | | | | | | | | | | | | | | | | |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Processed | 165 | 186 | 386 | 195 | 212 | 189 | 169 | 148 | 175 | 204 | 137 | 141 | 2,307 | 1,804 | 1,328 | 470 |
| Processed in time | 158 | 175 | 366 | 166 | 195 | 176 | 145 | 129 | 171 | 193 | 129 | 138 | 2,141 | 1,522 | 1,138 | 409 |
| Percentage on time | 96% | 94% | 95% | 85% | 92% | 93% | 86% | 87% | 98% | 95% | 94% | 98% | 92.8% | 84.4% | 85.7% | 87.0% |

16. Deferred benefits calculated

| | | | | | | | | | | | | | | | | |
|--------------------|-----|-----|-------|-----|-----|-----|-----|-----|-----|-------|-----|-------|--------|--------|--------|-------|
| Processed | 957 | 872 | 1,091 | 951 | 935 | 867 | 692 | 947 | 834 | 1,138 | 804 | 1,076 | 11,164 | 11,470 | 10,010 | 5,145 |
| Processed in time | 566 | 380 | 611 | 494 | 488 | 541 | 436 | 563 | 455 | 816 | 595 | 887 | 6,832 | 4,088 | 667 | 3,196 |
| Percentage on time | 59% | 44% | 56% | 52% | 52% | 62% | 63% | 59% | 55% | 72% | 74% | 82% | 61.2% | 35.6% | 6.7% | 62.1% |

17. Annuity quotations calculated

| | | | | | | | | | | | | | | | | |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|------|--------|--------|-------|-------|
| Processed | 12 | 6 | 6 | 2 | 6 | 3 | 4 | 7 | 7 | 5 | 10 | 6 | 74 | 108 | 125 | 114 |
| Processed in time | 12 | 6 | 6 | 2 | 6 | 3 | 4 | 7 | 7 | 5 | 10 | 6 | 74 | 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% |

18. APC illustrations calculated

| | | | | | | | | | | | | | | | | |
|--------------------|------|------|------|------|------|------|------|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Processed | 18 | 10 | 21 | 21 | 28 | 14 | 16 | 13 | 17 | 26 | 40 | 21 | 245 | 230 | 192 | 209 |
| Processed in time | 18 | 10 | 21 | 21 | 28 | 14 | 16 | 12 | 16 | 25 | 38 | 19 | 238 | 229 | 186 | 180 |
| Percentage on time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 92% | 94% | 96% | 95% | 90% | 97.1% | 99.6% | 96.9% | 86.1% |

19. AVC amendments noted on ALTAIR

| | | | | | | | | | | | | | | | | |
|--------------------|------|------|-----|-----|-----|------|-----|------|------|-----|-----|-----|-------|-------|-------|-------|
| Processed | 94 | 78 | 73 | 36 | 209 | 56 | 46 | 17 | 116 | 27 | 277 | 79 | 1,108 | 1,480 | 1,324 | 2,051 |
| Processed in time | 94 | 78 | 72 | 35 | 89 | 56 | 45 | 17 | 116 | 26 | 191 | 32 | 851 | 1,357 | 1,080 | 1,841 |
| Percentage on time | 100% | 100% | 99% | 97% | 43% | 100% | 98% | 100% | 100% | 96% | 69% | 41% | 76.8% | 91.7% | 81.6% | 89.8% |

20. New retirements benefit options sent

| | | | | | | | | | | | | | | | | |
|--------------------|------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Processed | 326 | 175 | 251 | 194 | 258 | 217 | 239 | 226 | 279 | 235 | 153 | 126 | 2,679 | 3,086 | 3,189 | 2,540 |
| Processed in time | 326 | 173 | 251 | 193 | 246 | 115 | 212 | 182 | 265 | 218 | 144 | 120 | 2,445 | 2,736 | 2,934 | 1,846 |
| Percentage on time | 100% | 99% | 100% | 99% | 95% | 53% | 89% | 81% | 95% | 93% | 94% | 95% | 91.3% | 88.7% | 92.0% | 72.7% |

21. New retirements processed for payment

| | | | | | | | | | | | | | | | | |
|--------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Processed | 270 | 238 | 177 | 183 | 259 | 234 | 221 | 211 | 204 | 301 | 153 | 163 | 2,614 | 3,035 | 2,956 | 2,488 |
| Processed in time | 270 | 235 | 176 | 181 | 249 | 228 | 201 | 207 | 192 | 295 | 151 | 160 | 2,545 | 3,016 | 2,941 | 2,342 |
| Percentage on time | 100% | 99% | 99% | 99% | 96% | 97% | 91% | 98% | 94% | 98% | 99% | 98% | 97.4% | 99.4% | 99.5% | 94.1% |

| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Total | 2016-17 | 2015-16 | 2014-15 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| 22. Deferred benefits processed for payment | | | | | | | | | | | | | | | | |
| Processed | 393 | 287 | 379 | 345 | 414 | 287 | 357 | 424 | 400 | 394 | 375 | 381 | 4,436 | 4,334 | 3,379 | 2,720 |
| Processed in time | 387 | 286 | 377 | 341 | 408 | 279 | 355 | 421 | 399 | 393 | 372 | 379 | 4,397 | 4,282 | 3,246 | 2,582 |
| Percentage on time | 98% | 100% | 99% | 99% | 99% | 97% | 99% | 99% | 100% | 100% | 99% | 99% | 99.1% | 98.8% | 96.1% | 94.9% |
| 23. Notifications of death processed | | | | | | | | | | | | | | | | |
| Processed | 306 | 221 | 465 | 417 | 367 | 297 | 293 | 364 | 333 | 279 | 318 | 282 | 3,942 | 3,882 | 3,820 | 3,166 |
| Processed in time | 193 | 126 | 348 | 383 | 329 | 269 | 271 | 302 | 278 | 267 | 303 | 274 | 3,343 | 3,184 | 3,442 | 3,032 |
| Percentage on time | 63% | 57% | 75% | 92% | 90% | 91% | 92% | 83% | 83% | 96% | 95% | 97% | 84.8% | 82.0% | 90.1% | 95.8% |
| 24. Dependant's pensions processed for payment | | | | | | | | | | | | | | | | |
| Processed | 133 | 92 | 112 | 150 | 147 | 122 | 122 | 144 | 125 | 97 | 109 | 127 | 1,480 | 1,441 | 1,358 | 1,184 |
| Processed in time | 117 | 91 | 111 | 150 | 145 | 120 | 120 | 144 | 124 | 95 | 108 | 127 | 1,452 | 1,386 | 1,337 | 1,142 |
| Percentage on time | 88% | 99% | 99% | 100% | 99% | 98% | 98% | 100% | 99% | 98% | 99% | 100% | 98.1% | 96.2% | 98.5% | 96.5% |
| 25. Death grants processed for payment | | | | | | | | | | | | | | | | |
| Processed | 48 | 49 | 39 | 48 | 66 | 64 | 34 | 48 | 54 | 86 | 64 | 45 | 645 | 608 | 592 | 440 |
| Processed in time | 38 | 46 | 39 | 48 | 63 | 60 | 33 | 45 | 52 | 82 | 60 | 42 | 608 | 543 | 566 | 399 |
| Percentage on time | 79% | 94% | 100% | 100% | 95% | 94% | 97% | 94% | 96% | 95% | 94% | 93% | 94.3% | 89.3% | 95.6% | 90.7% |
| 26. Retirement lump sum processed by payroll | | | | | | | | | | | | | | | | |
| Processed | 519 | 459 | 451 | 409 | 456 | 509 | 541 | 511 | 471 | 441 | 635 | 452 | 5,854 | 6,063 | 5,542 | 4,603 |
| Processed in time | 519 | 458 | 451 | 409 | 456 | 509 | 540 | 511 | 471 | 441 | 615 | 452 | 5,832 | 6,047 | 5,542 | 4,603 |
| Percentage on time | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97% | 100% | 99.6% | 99.7% | 100.0% | 100.0% |
| 27. Payments recalled due to death | | | | | | | | | | | | | | | | |
| Processed | 294 | 248 | 472 | 326 | 349 | 253 | 315 | 319 | 274 | 250 | 306 | 323 | 3,729 | 3,725 | 3,790 | 3,153 |
| Processed in time | 294 | 248 | 472 | 326 | 349 | 253 | 315 | 319 | 274 | 250 | 306 | 323 | 3,729 | 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 | 80 | 130 | 144 | 143 | 185 | 216 | 158 | 143 | 139 | 102 | 108 | 1,688 | 1,847 | 1,963 | 1,938 |
| Processed in time | 140 | 80 | 130 | 144 | 143 | 185 | 216 | 158 | 143 | 139 | 102 | 108 | 1,688 | 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% |