

Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18 Total 2016-17 2015-16 2014-15

**1. Written queries answered or acknowledged**

Processed	615	525	645	644	517	616	655	547	597	317	681	570	6,929	7,006	6,863	5,068
Processed in time	587	511	618	623	505	603	637	534	582	307	662	541	6,710	6,585	6,463	4,727
Percentage on time	95%	97%	96%	97%	98%	98%	97%	98%	97%	97%	97%	95%	96.8%	94.0%	94.2%	93.3%

**2. New starters processed**

Processed	1,274	1,083	1,257	1,613	1,456	1,004	1,435	2,413	2,025	1,345	1,857	1,754	18,516	18,990	18,619	15,098
Processed in time	1,257	1,082	1,256	1,612	1,433	995	1,435	2,413	2,025	1,345	1,857	1,754	18,464	18,846	17,034	12,990
Percentage on time	99%	100%	100%	100%	98%	99%	100%	100%	100%	100%	100%	100%	99.7%	99.2%	91.5%	86.0%

**3. Changes in details processed**

Processed	1,666	1,410	177	1,445	2,172	1,618	2,602	1,936	1,658	903	1,558	1,540	18,685	21,683	25,326	23,750
Processed in time	1,658	1,408	177	1,441	2,165	1,612	2,596	1,929	1,646	901	1,552	1,534	18,619	21,479	24,733	23,148
Percentage on time	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	99.6%	99.1%	97.7%	97.5%

**4. Helpline telephone calls answered in office hours**

Offered	5,692	5,027	5,800	4,974	4,451	5,280	5,400	4,763	4,286	2,708	5,427	4,368	58,176	66,692	59,074	72,508
Answered	5,165	4,385	5,031	4,295	3,968	4,518	4,656	4,304	3,838	2,406	4,711	3,859	51,136	56,421	51,666	58,769
Percentage answered	91%	87%	87%	86%	89%	86%	86%	90%	90%	89%	87%	88%	87.9%	84.6%	87.5%	81.1%

**5. Pensions forecasts for deferred members**

Processed	0	0	100,033	0	0	0	0	0	0	0	0	0	100,033	91,816	90,290	87,739
Processed in time	0	0	100,033	0	0	0	0	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	216	0	0	0	0	102,444	815	170	144	212	107	31	104,139	107,222	106,357	105,471
Processed in time	0	0	0	0	0	102,444	0	0	0	0	0	0	102,444	103,253	73,668	7,373
Percentage on time	0%					100%	0%	0%	0%	0%	0%	0%	98.4%	96.3%	69.3%	7.0%

**7. Postings queries for employers issued**

Processed	10	317	2,199	3,501	448	106	2	1	0	29	0	0	6,613	4,590	2,996	
Processed in time	10	317	2,199	3,495	436	106	2	1	0	29	0	0	6,595	1,619	1,276	
Percentage on time	100%	100%	100%	100%	97%	100%	100%	100%		100%			99.7%	35.3%	42.6%	

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**8. Technical guidance issued to employers**

Processed	0	1	1	0	1	5	1	1	1	0	0	1	12	18	7	7
Processed in time	0	1	1	0	1	5	1	1	1	0	0	1	12	18	6	7
Percentage on time		100%	100%		100%	100%	100%	100%	100%			100%	100.0%	100.0%	85.7%	100.0%

**9. Pension savings statements**

Processed	3	1	5	0	3	2	217	177	12	1	2	5	428	274	453	148
Processed in time	3	1	5	0	3	2	217	177	12	1	1	5	427	274	378	148
Percentage on time	100%	100%	100%		100%	100%	100%	100%	100%	100%	50%	100%	99.8%	100.0%	83.4%	100.0%

**10. Estimates for divorce purposes**

Processed	70	36	46	53	63	38	58	55	30	35	41	32	557	538	539	464
Processed in time	69	32	46	53	63	37	58	55	29	35	41	32	550	506	523	452
Percentage on time	99%	89%	100%	100%	100%	97%	100%	100%	97%	100%	100%	100%	98.7%	94.1%	97.0%	97.4%

**11. Non LGPS transfers in processed**

Processed	5	5	2	2	3	6	6	5	12	15	11	9	81	66	135	84
Processed in time	5	5	2	2	3	6	6	5	12	15	11	9	81	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	115	110	151	130	130	87	135	102	84	112	111	129	1,396	1,215	1,048	875
Processed in time	115	110	148	127	129	87	135	102	81	109	110	129	1,382	1,014	1,015	845
Percentage on time	100%	100%	98%	98%	99%	100%	100%	100%	96%	97%	99%	100%	99.0%	83.5%	96.9%	96.6%

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

Processed	41	26	35	14	36	30	19	22	23	17	21	28	312	260	216	248
Processed in time	41	26	35	14	34	30	19	22	23	17	21	28	310	250	212	240
Percentage on time	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	99.4%	96.2%	98.1%	96.8%

**14. Internal and concurrent transfers processed**

Processed	276	341	424	388	387	312	497	324	353	288	383	455	4,428	3,264	848	346
Processed in time	187	303	320	342	345	235	290	297	319	173	345	431	3,587	2,227	508	273
Percentage on time	68%	89%	75%	88%	89%	75%	58%	92%	90%	60%	90%	95%	81.0%	68.2%	59.9%	78.9%

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**15. Refund payments made**

Processed	212	189	169	148	175	204	137	141	157	140	236	161	2,069	1,804	1,328	470
Processed in time	195	176	145	129	171	193	129	138	147	138	230	159	1,950	1,522	1,138	409
Percentage on time	92%	93%	86%	87%	98%	95%	94%	98%	94%	99%	97%	99%	94.2%	84.4%	85.7%	87.0%

**16. Deferred benefits calculated**

Processed	935	867	692	947	834	1,138	804	1,076	946	639	879	712	10,469	11,470	10,010	5,145
Processed in time	488	541	436	563	455	816	595	887	821	584	753	609	7,548	4,088	667	3,196
Percentage on time	52%	62%	63%	59%	55%	72%	74%	82%	87%	91%	86%	86%	72.1%	35.6%	6.7%	62.1%

**17. Annuity quotations calculated**

Processed	6	3	4	7	7	5	10	6	5	7	10	7	77	108	125	114
Processed in time	6	3	4	7	7	5	10	6	5	7	10	7	77	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	28	14	16	13	17	26	40	21	13	9	24	16	237	230	192	209
Processed in time	28	14	16	12	16	25	38	19	10	9	22	14	223	229	186	180
Percentage on time	100%	100%	100%	92%	94%	96%	95%	90%	77%	100%	92%	88%	94.1%	99.6%	96.9%	86.1%

**19. AVC amendments noted on ALTAIR**

Processed	209	56	46	17	116	27	277	79	15	130	251	121	1,344	1,480	1,324	2,051
Processed in time	89	56	45	17	116	26	191	32	14	56	104	121	867	1,357	1,080	1,841
Percentage on time	43%	100%	98%	100%	100%	96%	69%	41%	93%	43%	41%	100%	64.5%	91.7%	81.6%	89.8%

**20. New retirements benefit options sent**

Processed	258	217	239	226	279	235	153	126	155	140	195	201	2,424	3,086	3,189	2,540
Processed in time	246	115	212	182	265	218	144	120	145	135	184	198	2,164	2,736	2,934	1,846
Percentage on time	95%	53%	89%	81%	95%	93%	94%	95%	94%	96%	94%	99%	89.3%	88.7%	92.0%	72.7%

**21. New retirements processed for payment**

Processed	259	234	221	211	204	301	153	163	140	174	192	162	2,414	3,035	2,956	2,488
Processed in time	249	228	201	207	192	295	151	160	139	171	188	158	2,339	3,016	2,941	2,342
Percentage on time	96%	97%	91%	98%	94%	98%	99%	98%	99%	98%	98%	98%	96.9%	99.4%	99.5%	94.1%

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**22. Deferred benefits processed for payment**

Processed	414	287	357	424	400	394	375	381	326	233	398	321	4,310	4,334	3,379	2,720
Processed in time	408	279	355	421	399	393	372	379	320	232	395	318	4,271	4,282	3,246	2,582
Percentage on time	99%	97%	99%	99%	100%	100%	99%	99%	98%	100%	99%	99%	99.1%	98.8%	96.1%	94.9%

**23. Notifications of death processed**

Processed	367	297	293	364	333	279	318	282	302	244	427	398	3,904	3,882	3,820	3,166
Processed in time	329	269	271	302	278	267	303	274	292	227	359	299	3,470	3,184	3,442	3,032
Percentage on time	90%	91%	92%	83%	83%	96%	95%	97%	97%	93%	84%	75%	88.9%	82.0%	90.1%	95.8%

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

Processed	147	122	122	144	125	97	109	127	130	73	147	149	1,492	1,441	1,358	1,184
Processed in time	145	120	120	144	124	95	108	127	130	73	147	148	1,481	1,386	1,337	1,142
Percentage on time	99%	98%	98%	100%	99%	98%	99%	100%	100%	100%	100%	99%	99.3%	96.2%	98.5%	96.5%

**25. Death grants processed for payment**

Processed	66	64	34	48	54	86	64	45	39	31	30	38	599	608	592	440
Processed in time	63	60	33	45	52	82	60	42	38	30	29	30	564	543	566	399
Percentage on time	95%	94%	97%	94%	96%	95%	94%	93%	97%	97%	97%	79%	94.2%	89.3%	95.6%	90.7%

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

Processed	456	509	541	511	471	441	635	452	423	403	423	446	5,711	6,063	5,542	4,603
Processed in time	456	509	540	511	471	441	615	452	423	403	423	446	5,690	6,047	5,542	4,603
Percentage on time	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	99.6%	99.7%	100.0%	100.0%

**27. Payments recalled due to death**

Processed	349	253	315	319	274	250	306	323	267	222	519	346	3,743	3,725	3,790	3,153
Processed in time	349	253	315	319	274	250	306	323	267	222	519	346	3,743	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	143	185	216	158	143	139	102	108	129	100	104	106	1,633	1,847	1,963	1,938
Processed in time	143	185	216	158	143	139	102	108	129	100	104	106	1,633	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%