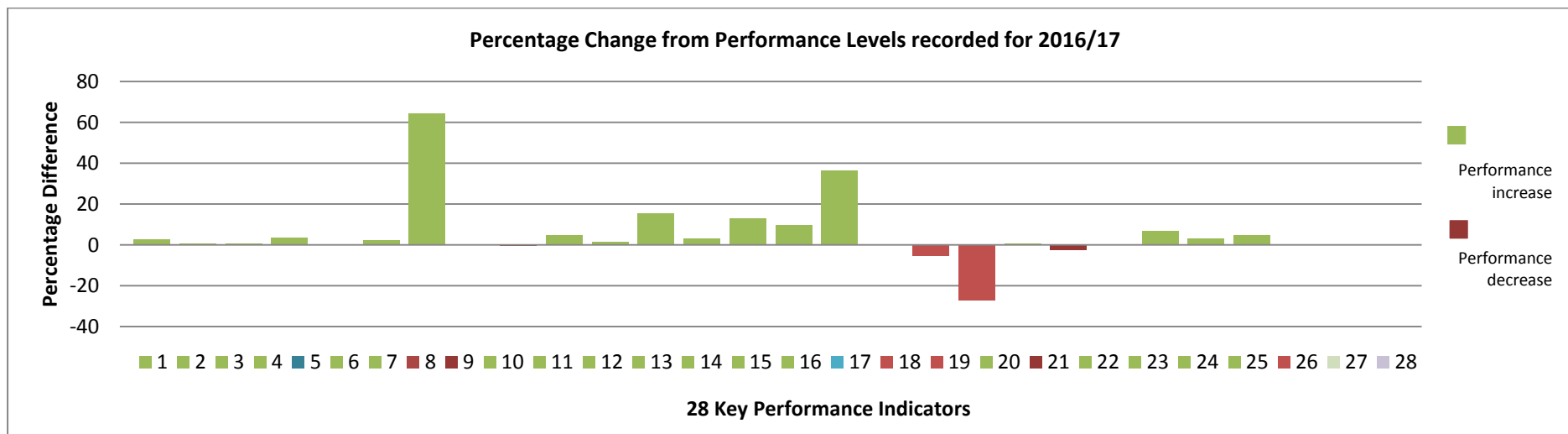
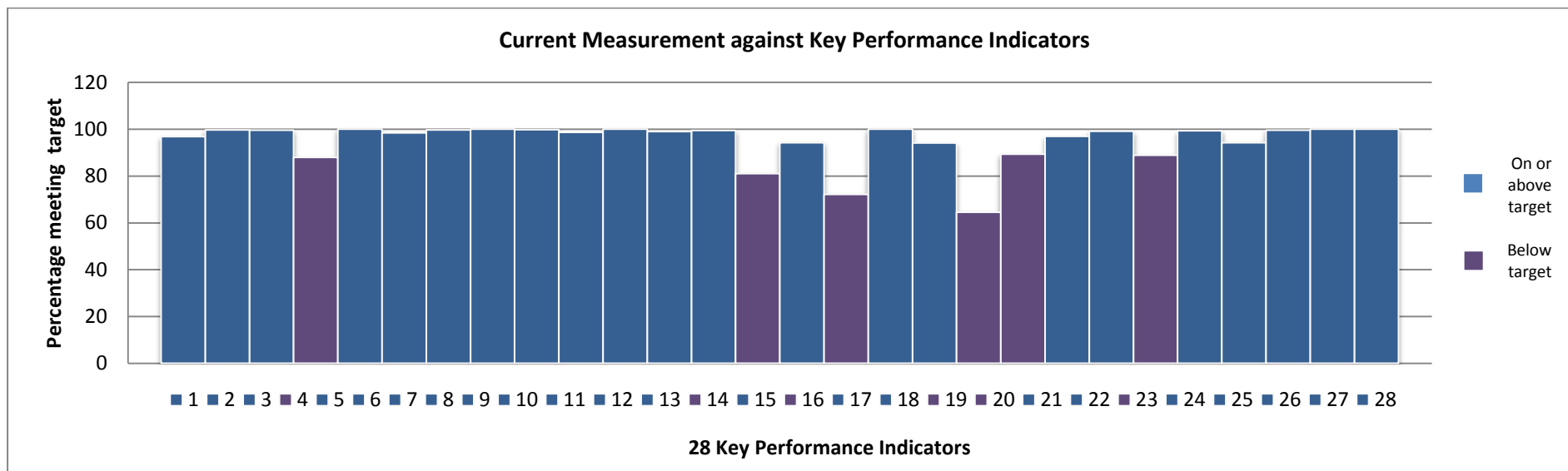


Key Performance Indicators – Measured at February 2018



Key Performance Indicators

Ref	Key Performance Indicator	12-month Compliance at January 18	Percentage difference to 2016/17
1	Written queries answered or acknowledged	97.0%	+3.0
2	New starters processed	99.7%	+0.5
3	Changes in details processed	99.7%	+0.6
4	Helpline telephone calls answered in office hours	88.4%	+3.8
5	Pensions forecasts for deferred members	100.0%	0.0
6	Pension forecasts for active members	98.2%	+1.9
7	Postings queries for employers issued	99.7%	+64.4
8	Technical guidance issued to employers	100.0%	0.0
9	Pension savings statements	99.8%	-0.2
10	Estimates for divorce purposes	98.6%	+4.5
11	Non LGPS transfers in processed	100.0%	+1.5
12	Non LGPS transfer out quotations processed	99.0%	+15.5
13	Non LGPS transfer out payments processed	99.3%	+3.1
14	Internal and concurrent transfers processed	79.9%	+11.7
15	Refund payments made	93.1%	+8.7
16	Deferred benefits calculated	69.4%	+33.8
17	Annuity quotations calculated	100.0%	0.0
18	APC illustrations calculated	95.0%	-4.6
19	AVC amendments noted on Altair	62.0%	-29.7
20	New retirements benefit options sent	89.3%	+0.6
21	New retirements processed for payment	97.0%	-2.4
22	Deferred benefits processed for payment	99.1%	+0.3
23	Notifications of death processed	90.6%	+8.6
24	Dependant's pensions processed for payment	99.3%	+3.1
25	Death grants processed for payment	95.6%	+6.3
26	Retirement lump sum processed for payment	99.6%	-0.1
27	Payments recalled due to death	100.0%	0.0
28	Changes to bank details made	100.0%	0.0