

3. Performance against Service Standards (KPIs)

3.1. The KPIs for Pensions evidence the continuing strong performance in 2017/18. The tables below show that service standards were met for 100% of casework in the key areas over the last six months.

Quarter 1 2017/18

Type of case	Time to Complete						Total	On target?
	0-5 days	6-10 days	11-15 days	16-20 days	20-40 days	40 days plus		
Retirement	261	71	67	2	0	0	401	100%
Deferred Retirement	106	124	118	6	0	0	354	100%
Estimate	480	103	235	47	0	0	865	100%
Deferred	372	823	648	58	55	0	1,956	100%
Transfer out	148	61	5	0	0	0	214	100%
Transfer In	74	29	15	2	0	0	120	100%
Divorce	28	50	20	1	0	0	99	100%
Refund	989	175	15	0	0	0	1,179	100%
Rejoinders	133	6	1	0	0	0	140	100%
Interfunds	34	6	1	0	0	0	41	100%
Death	162	26	9	8	0	0	205	100%
Grand Total							5,574	

Quarter 2 2017/18

Type of case	Time to Complete						Total	On target?
	0-5 days	6-10 days	11-15 days	16-20 days	20-40 days	40 days plus		
Retirement	177	92	28	1	0	0	298	100%
Deferred Retirement	88	144	56	1	0	0	289	100%
Estimate	386	100	153	48	0	0	687	100%
Deferred	180	340	563	454	343	0	1,880	100%
Transfer out	132	21	7	0	0	0	160	100%
Transfer In	76	15	16	5	0	0	112	100%
Divorce	45	59	8	2	0	0	114	100%
Refund	1,428	289	29	13	0	0	1,759	100%
Rejoinders	103	27	46	0	0	0	176	100%
Interfunds	57	21	3	0	0	0	81	100%
Death	113	40	12	6	3	0	174	
Grand Total							5,730	

3.2. In addition to the casework, annual benefit statements for 97.5% of members were produced by the statutory deadline of 31 August. The remaining 2.5% of members had an outstanding employer query at the deadline, and approximately 2% of these were subsequently identified as leavers and therefore not due a statement.

3.3. Pension savings statements were produced for all members who exceeded the HMRC annual allowance for 2016/17 by the statutory deadline of 6 October 2017. Following the identification of some errors and feedback on the content of the letters, improvements to the process have been identified and will be implemented for the 2017/18 statements.