

Appendix 2 - Quarterly Statistics

Please note the following figures have been extracted from a report which was run at the end of the quarter.

ESPF service levels (1 July to 30 September 2020)		Completed work				Work carried forward Not started (outstanding) pending (reply due)					
Activity	SLA (days)	Total	Within SLA	Outside SLA	Rounded SLA %	Within SLA	1-5 days outside of SLA	6-10 days outside	11 + days outside of SLA	Pending Within SLA	Pending Outside SLA
50/50 membership (reduce conts)	5			0	100%		0	0	0		
AVC (info or payment)	10			0	100%		0	0	0		
Absence contributions (unpaid conts top up)	5			0	100%		0	0	0		
Bulk Communications Exercise (pen increases)	30			0	100%		0	0	0		
Cash Management & Investments	?			0	100%		0	0	0		
Complaints/E&O/Breaches - acknowledgment	2			0	100%		0	0	0		
Deaths – settlements (inc lump sum)	5			0	100%		0	0	0		
Deaths - quotes & enquiries	3			0	100%		0	0	0		
Death – over & underpayments	7			0	100%		0	0	0		
Divorce – initial charges & invoice	7			0	100%		0	0	0		
Divorce – quotation (1 st 3 week fee?)	15			0	100%		0	0	0		
Divorce – settlem't (fees, recalc TV, debit/credit)	25			0	100%		0	0	0		
General Enquiries	10			0	100%		0	0	0		
Leavers – refunds quotation	10			0	100%		0	0	0		
Leavers – refund settlement	5			0	100%		0	0	0		
Leavers – deferred	15			0	100%		0	0	0		
Member Data Updates (eow, address etc)	10			0	100%		0	0	0		
New starters set up	20			0	100%		0	0	0		
Payment of Invoices	?			0	100%		0	0	0		
Pension Increase enquiries	?			0	100%		0	0	0		
Pension Payroll enquiries	?			0	100%		0	0	0		
Retirement – settlements (inc lump sum)	5			0	100%		0	0	0		
Active Retirement E/N/L Triv III or redund quotes & enquiries	5			0	100%		0	0	0		
Deferred Retirement – E/N, Triv or III quotes & enquiries	7			0	100%		0	0	0		
Flexible Retirement – estimate III or redundancy	10			0	100%		0	0	0		

TV-In - quotes & enquiries	10			0	100%		0	0	0		
TV-In - settlements	10			0	100%		0	0	0		
TV-in – aggregation with ESPF (quote & settle)	10			0	100%		0	0	0		
TV-in – LG to LG (quote & settle)	10			0	100%		0	0	0		
TV Out – quotes & enquiries	15			0	100%		0	0	0		
TV Out – settlements	15			0	100%		0	0	0		
TV Out – LG to LG (quote)	15			0	100%		0	0	0		
TV Out – LG to LG (settlement)	25			0	100%		0	0	0		
Total				0	100%		0	0	0		