

RAG Explanation  
 Green; 100% achievement  
 Amber; 90-99% achievement  
 Red; Under 90% achievement

# Pensions - August

## Critical Performance Monitoring

Item and target time	Target	Impact	Mar	Apr	May	June	July	Aug	Comments (Where target is Red)
1. Full reconciliation of every suspense account within agreed timescales	100%	L	100%	100%	100%	100%	100%	100%	
2. Calculation of spouses benefits within specification - 5 days	100%	M	94%	79%	83%	76%	80%	95%	
3. Deferred benefit notifications within specified timescales -25 days	100%	L	93%	69%	81%	88%	94%	81%	Of 183 cases, 149 were completed with timescale.
4a. Request values within specified timescales – 10dys	100%	L	94%	95%	97%	94%	94%	100%	
4b. Request payment within specified timescales – 10 days	100%	L	94%	91%	100%	100%	100%	87%	Of 15 cases, 13 were completed within timescale. The 2 delayed cases were an average of 12 days late.
5a. Provide quote within specified timescale - 25 days	100%	L	95%	100%	97%	100%	100%	100%	
5b. Make payment within specified timescale – 25 days	100%	L	100%	100%	60%	100%	100%	100%	
6. Refunds - within specified timescales -10 days	100%	L	100%	97%	97%	100%	98%	100%	
7a. Written complaints - acknowledged within 2 working days (2 days)	100%	H	1	1	1	2	0	0	
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	H	0	1	1	1	0	0	
8. Payslips despatched as per specification	100%	H	100%	100%	99.93 %	100%	100%	100%	
9. Payroll accuracy - as specified	100%	H	100%	100%	100%	100%	100%	100%	
10. Payment of lump sums within specification -7days	100%	M	93%	88%	82%	87%	92%	94%	5 delayed cases each an average of 6 days late
11. Estimates provided within specified timescales – 7days	100%	L	76%	47%	73%	79%	88%	95%	6 delayed cases each an average of 6.5 days late

### Exception Commentary

One of the delayed Transfer/Interfund In cases was completed after a wait of 490 days to receive the payment from the former employer.

### Key Volume processes for August

Changes (addresses, hours, change personal details):  
 163 (YTD 1,730)  
 New Employers 1 (YTD 2)  
 Nominations 133 (YTD 650)  
 Starters : 65 (YTD 1,243)

### Number Of Pension Records By Status

