

Pensions - September

Critical Performance Monitoring

Item and target time	Target	Impact	Apr	May	June	July	Aug	Sep	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	79%	83%	76%	80%	95%	73%	Of 8 cases, 3 missed target by an average of 2 days.
3. Deferred benefit notifications within specified timescales -25 days	100%	L	69%	81%	88%	94%	81%	96%	
Transfers/ Interfunds IN – 4a. Request values within specified timescales – 10dys	100%	L	95%	97%	94%	94%	100%	100%	
4b. Request payment within specified timescales – 10 days	100%	L	91%	100%	100%	100%	87%	100%	
Transfers/ Interfunds Out 5a. Provide quote within specified timescale - 25 days	100%	L	100%	97%	100%	100%	100%	96%	
5b. Make payment within specified timescale – 25 days	100%	L	100%	60%	100%	100%	100%	91%	
6. Refunds - within specified timescales -10 days	100%	L	97%	97%	100%	98%	100%	100%	
7a. Written complaints - acknowledged within 2 working days (2 days)	100%	H	1	1	2	0	1	0	
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	H	1	1	1	0	1	0	
8. Payslips despatched as per specification	100%	H	100%	99.93 %	100%	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	88%	82%	87%	92%	94%	92%	
11. Estimates provided within specified timescales – 7dys	100%	L	47%	73%	79%	88%	95%	89%	Of 96 cases, 11 missed target by an average of 4 days.

Exception Commentary

Significant resource shortages impacting on ability to reduce DB cases (Currently 441)

Increased volume of phone and email queries as a result of a percentage of the Annual Benefit Statements being sent to members

Additional resource is still being recruited, (1 Perm withdrew and advert placed again) – Currently carrying 4 Vacancies – 3 Perm and 1 12mth Maternity Contract. 2 Bank staff recruited early Sept.) Applicants shortlisted and Interviews scheduled for late October.

RAG Explanation

Green - 100% achievement

Amber - 90-99% Achievement

Red - Under 90% achievement

Key Volume Processes From 1/9/15

Changes (addresses, hours, change personal details):

292 (YTD 2,022)

New Employers

3 (YTD 5)

Nominations

149 (YTD 799)

Starters :

14 (YTD 1,257)

Number Of Pension Records By Status

