

Pensions – Jan 2016

| Item and target time | Target | Impact | Aug | Sep | Oct | Nov | Dec | Jan | 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 | 95% | 73% | 89% | 100% | 73% | 64% | Of 14 cases, 5 missed target by an average of 2 Days. |
| 3. Deferred benefit notifications within specified timescales -25 days | 100% | L | 81% | 96% | 90% | 97% | 90% | 96% | |
| 4a. Request values within specified timescales – 10days | 100% | L | 100% | 100% | 95% | 93% | 98% | 96% | |
| 4b. Request payment within specified timescales – 10 days | 100% | L | 87% | 100% | 100% | 100% | 100% | 100% | |
| 5a. Provide quote within specified timescale - 25 days | 100% | L | 100% | 96% | 83% | 96% | 81% | 96% | |
| 5b. Make payment within specified timescale – 25 days | 100% | L | 100% | 91% | 86% | 86% | 83% | 100% | |
| 6. Refunds - within specified timescales -10 days | 100% | L | 100% | 100% | 100% | 95% | 91% | 100% | |
| 7a. Written complaints - acknowledged within 2 working days (2 days) | 100% | H | 1 | 0 | 0 | 0 | 0 | 1 | |
| 7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries) | 100% | H | 1 | 0 | 0 | 0 | 0 | 0 | |
| 8. Payslips despatched as per specification | 100% | H | 100% | 100% | 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 | 94% | 92% | 92% | 95% | 94% | 96% | |
| 11. Estimates provided within specified timescales – 7dys | 100% | L | 95% | 89% | 87% | 92% | 93% | 74% | Of 123 cases, 32 missed target by an average of 4 Days. |

Exception Commentary

RAG Explanation

Green - 100% achievement

Amber - 90-99% Achievement

Red - Under 90% achievement

In January 2016 two new members of staff joined the team

The new staff, together with the staff recruited in Sept 2015 have been trained on the Deferred Benefit process (along with other processes), and as a direct result the outstanding backlog of ESCC DB cases has started to reduce – Count at 8 Feb 2016 is 356 (reduced from 441 as reported in Oct 2015 report)

Key Volume Processes From 1/1/16

Changes (addresses, hours, change personal details):

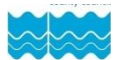
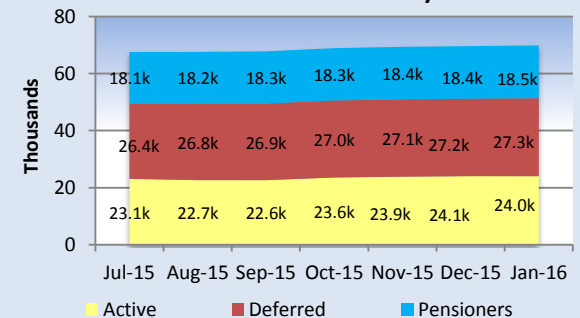
999 (YTD 6986)

New Employers 0 (YTD 7)

Nominations 203 (YTD 1554)

Starters : 272 (YTD 3309)

Number Of Pension Records By Status



Pensions – Feb 2016

| Item and target time | | Target | Impact | Sep | Oct | Nov | Dec | Jan | Feb | 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 | 73% | 89% | 100% | 73% | 64% | 88% | Of 17 cases, 2 missed target. |
| 3. Deferred benefit notifications within specified timescales -25 days | | 100% | L | 96% | 90% | 97% | 90% | 96% | 95% | |
| Transfers/ Interfunds IN – | 4a. Request values within specified timescales – 10dys | 100% | L | 100% | 95% | 93% | 98% | 96% | 92% | |
| | 4b. Request payment within specified timescales – 10 days | 100% | L | 100% | 100% | 100% | 100% | 100% | 100% | |
| Transfers/ Interfunds Out | 5a. Provide quote within specified timescale - 25 days | 100% | L | 96% | 83% | 96% | 81% | 96% | 95% | |
| | 5b. Make payment within specified timescale – 25 days | 100% | L | 91% | 86% | 86% | 83% | 100% | 100% | |
| 6. Refunds - within specified timescales -10 days | | 100% | L | 100% | 100% | 95% | 91% | 100% | 97% | |
| 7a. Written complaints - acknowledged within 2 working days (2 days) | | 100% | H | 0 | 0 | 0 | 0 | 1 | 0 | |
| 7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries) | | 100% | H | 0 | 0 | 0 | 0 | 0 | 0 | |
| 8. Payslips despatched as per specification | | 100% | H | 100% | 100% | 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 | 92% | 92% | 95% | 94% | 96% | 90% | |
| 11. Estimates provided within specified timescales – 7dys | | 100% | L | 89% | 87% | 92% | 93% | 74% | 89% | Future benefit projections. Of 124 cases, 14 missed target by an average of 4 Days. |

Exception Commentary

RAG Explanation

Green - 100% achievement
 Amber - 90-99% Achievement
 Red - Under 90% achievement

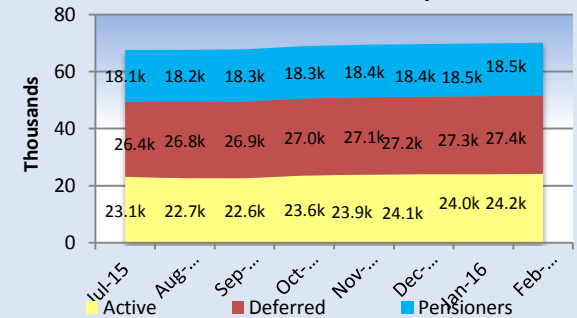
Significant inroads have been made into the DB Backlog, reducing from 420 in Oct '15 to 98.

Work has commenced on the LGPS 2016 Valuation data cleanse, with a status 2 review and non-post reports for ESCC & B&HCC ongoing.

Key Volume Processes From 1/2/16

Changes (addresses, hours, change personal details): 299 (YTD 7285)
 New Employers 1 (YTD 8)
 Nominations 135 (YTD 1689)
 Starters : 373 (YTD 3682)

Number Of Pension Records By Status



Pensions – March 2016

| Item and target time | Target | Impact | Oct | Nov | Dec | Jan | Feb | Mar | 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 | 89% | 100% | 73% | 64% | 88% | 100% | |
| 3. Deferred benefit notifications within specified timescales -25 days | 100% | L | 90% | 97% | 90% | 96% | 95% | 97% | |

| | | | | | | | | | | |
|---------------|---|------|---|------|------|------|------|------|------|---|
| Transfers In | 4a. Request values within specified timescales – 10dys | 100% | L | 95% | 93% | 98% | 96% | 92% | 96% | |
| Transfers In | 4b. Request payment within specified timescales – 10 days | 100% | L | 100% | 100% | 100% | 100% | 100% | 100% | |
| Transfers Out | 5a. Provide quote within specified timescale - 25 days | 100% | L | 83% | 96% | 81% | 96% | 95% | 82% | 4 interfund cases missed target date but statutory target is 3 months – no impact on scheme member. |
| Transfers Out | 5b. Make payment within specified timescale – 25 days | 100% | L | 86% | 86% | 83% | 100% | 100% | 63% | 3 interfund cases missed target date but statutory target is 3 months – no impact on scheme member |

| | | | | | | | | | |
|---|------|---|------|-----|-----|------|-----|------|--|
| 6. Refunds - within specified timescales -10 days | 100% | L | 100% | 95% | 91% | 100% | 97% | 100% | |
|---|------|---|------|-----|-----|------|-----|------|--|

| | | | | | | | | | |
|--|------|---|---|---|---|---|---|---|--|
| 7a. Written complaints - acknowledged within 2 working days (2 days) | 100% | H | 0 | 0 | 0 | 1 | 0 | 0 | |
| 7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries) | 100% | H | 0 | 0 | 0 | 0 | 0 | 0 | |

| | | | | | | | | | |
|---|------|---|------|------|------|------|------|------|--|
| 8. Payslips despatched as per specification | 100% | H | 100% | 100% | 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 | 92% | 95% | 94% | 96% | 90% | 100% | |
| 11. Estimates provided within specified timescales – 7dys | 100% | L | 87% | 92% | 93% | 74% | 89% | 83% | Future benefit projections. Of 135 cases, 23 missed target by an average of 5 Days. |

Exception Commentary

RAG Explanation

Green - 100% achievement

Amber - 90-99% Achievement

Red - Under 90% achievement

The ESSC DB Backlog was finally cleared in March 2016.

Key Volume Processes From 1/3/16

Changes (addresses, hours, change personal details):

2197 (YTD 9482)

New Employers

0 (YTD 8)

Nominations

1856 (YTD 1689)

Starters :

257 (YTD 3939)

Number Of Pension Records By Status

