

Activity	Measure	Impact	Target	Mar-20			Apr-20			May-20			Jun-20			Jul-20			Aug-20			Commentary
Scheme members	Pensioners, Active & Deferred			23,640			23,690			23,771			24,020			24,044						
New starters set up/welcome letters				78			85			171			223			43			available mid Sept			
ABS sent - Councillors	Statutory deadline		Due by 31 Aug	Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			
ABS sent - Active	Statutory deadline	Achieved			Achieved			Achieved			Achieved			Achieved			Achieved					
ABS sent - Deferred	Statutory deadline	Achieved			Achieved			Achieved			Achieved			Achieved			Achieved					
		Achieved			Achieved			Achieved			Achieved			Achieved			Achieved					
				Volume	Score	Missed	Volume	Score	Missed	Volume	Score	Missed	Volume	Score	Missed	Volume	Score	Missed	Volume	Score	Missed	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	6	100%	0	17	94%	1	17	76%	4	9	100%	0	26	92%	2	15	47%	8	
Payment of death grant made	10 working days	H	100%	19	89%	2	13	85%	2	13	77%	3	9	78%	2	29	66%	10	14	71%	4	
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	34	91%	3	24	75%	6	42	76%	10	47	91%	4	53	83%	9	48	94%	3	
Payment of lump sum made	10 working days	H	100%	28	89%	3	25	80%	5	30	80%	6	27	89%	3	36	89%	4	38	87%	5	
Calculation of spouses benefits	10 working days	M	100%	3	100%	0	5	80%	1	2	50%	1	7	43%	4	12	75%	3	4	100%	0	
Transfers In - Quotes	20 working days	L	100%	26	85%	4	11	100%	0	4	75%	1	21	67%	7	19	68%	6	7	100%	0	
Transfers In - Payments	20 working days	L	100%	15	100%	0	5	100%	0	9	100%	0	7	100%	0	14	79%	3	39	92%	3	
Transfers Out - Quote	20 working days	L	100%	29	97%	1	8	75%	2	12	67%	4	10	100%	0	36	97%	1	24	96%	1	
Transfers Out - Payments	20 working days	L	100%	10	90%	1	9	89%	1	12	100%	0	9	89%	1	11	100%	0	19	100%	0	
Employer estimates provided	10 working days	M	100%	12	92%	1	1	100%	0	2	100%	0	1	100%	0	8	63%	3	2	100%	0	
Employee projections provided	10 working days	L	100%	10	100%	0	0	N/A	0	2	100%	0	2	100%	0	4	100%	0	6	100%	0	
Refunds	20 working days	L	100%	46	96%	2	22	95%	1	20	95%	1	20	100%	0	55	100%	0	34	97%	1	
Deferred benefit notifications	20 working days	L	100%	66	74%	17	42	50%	21	17	41%	10	22	55%	10	11	100%	0	16	75%	4	
Complaints received- Admin									1													
Complaints received- Regulatory									0													
Compliments received									0													
Queries Handled by Helpdesk					(FPF = 70%)		430(FPF = 90%)			329(FPF = 91%)			433 (FPF = 67%)			543 (FPF= 90%)			621 (FPF= 95%)			