

Performance	Case Type	SLA (days)	Tolerable Performance (%)	Number of cases open at start of the period	Number of cases received	Number of cases completed	Number of cases completed within SLA	% of cases completed within SLA	Number of cases completed outside of SLA	Average number of days to complete cases	Number of cases open at end of the period	Outstanding cases on Reply Due (inc in column K total)	Cases aged 0-3 months	Cases aged 3-6 months	Cases aged 6-12 months	Cases aged 1-2 years	Cases aged 2+ years
Deaths	Initial Death Notification	15		88	434	421	402	95	19	6	69						
	Survivors Pensions	15		52	158	158	95	60	63	14	0						
	Death Grant Payment	20		164	97	115	33	29	82	77	144						
	Balance of Payments/Overpayment Recovery	15		63	270	258	233	90	25	9	65						
Retirements	Payment of Retirement Benefits	20	90	344	855	863	500	58	363	22	302						
	Provision of Retirement Estimates	20		338	1442	1335	1295	97	40	11	381						
Early Leavers	Payment of Refunds	20		810	1801	627	373	59	254	31	1747						
	Provision of Deferred Benefit Statements	60		2119	2356	357	96	27	261	88	3284						
Transfers	LGPS Transfer In Estimates	20		340	66	53	36	68	17	232	326						
	Aggregation In Estimates	260		995	498	178	139	78	39	236	1260						
	LGPS Transfer Out Estimates	20		308	140	172	54	31	118	138	219						
	LGPS Transfer In Actuals	20		154	73	43	12	28	31	69	175						
	Aggregation In Actual	60		2494	2531	1267	114	9	1153	260	3308						
	LGPS Transfer Out Actuals	20		116	128	131	6	5	125	69	100						
	Non LGPS Transfer In Estimates	20		84	88	109	33	30	76	44	41						
	Non LGPS Transfer Out Estimates	20		92	161	144	67	47	77	29	94						
	Non LGPS Transfer In Actuals	20		153	73	46	12	26	34	69	165						
Non LGPS Transfer Out Actuals	20		37	31	30	9	30	21	43	25							
Divorces	Pension Sharing on Divorce Estimates	6 weeks		24	137	122	117	96	5	17	31						
	Pension Sharing on Divorce Implementations	4 months		4	4	1	0	0	1	205	7						
General	New Starters	30		252	2554	1601	1587	99	14	4	1193						
	General Correspondence	15	98	53	2345	2323	2298	99	25	2	61						
	Change of Details (i.e. address, name, nomination)	10		7	715	684	680	99	4	1	38						
Total				9091	16957	11038	8191	74	2847	72	13035						

Breaches of Law

Communications

Communication Type	Apr - Jul 2022
Calls	3465
Emails	5934
Website Visits	45632
Website Page Views	72735

**Compliments &
Complaints**

Contact Type	Apr - Jul 2022
Compliments	28
Complaints	4
Comments	27

Employer Performance

Engagement

Type	Apr - Jul 2022
Active Member Newsletter	
Deferred Member Newsletter	
Pensioner Newsletter	Spring version issued
Pension Team Newsletter	
Employer Newsletter	June issue
Active Member Survey	
Deferred Member Survey	
Pensioner Survey	
Pension Team Survey	
Employer Survey	
Employer Forum	June session
Member Forum	

Horizon Planning

IDRP's

LGA Bulleting

Review

Bulletin Number	Actions

Membership Numbers

Member Type	31/07/2022
Active	52,943
Deferred	49,545
Pensioner	47,189
Frozen Refund	8,992
Undecided Leaver	10,688

**Member Self
Service**

Member Type	Number of MSS Registrations (Apr - Jul 2022)
Active	764
Deferred	419
Pensioner	447

Ongoing Projects

Project	Update (Apr - Jul 2022)
End of Year	
Valuation	
Data Cleansing	
Backlog Clearance - ITM	
Backlog Clearance - Admin	
GMP Reconciliation	
McCloud	
Pensions Dashboard	
System Contract	
System Improvements	
Process Improvements	
Capacity Planning/Team Structure	
Policy Reviews (i.e. Admin Strategy, Communications Policy)	

Scheme Calendar

Last Months Tasks	Completed/In Progress/Not Started
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Current Months Tasks

Completed/In Progress/Not Started

**Training &
Development**

Name	Course	Completion Date	Result
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