

Pension Administration Summary Performance

Table 1 – Summary Performance

Service	Target	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 to 30/06/2021
Estimates to employees (15 days)	90%	96%	98%	90%	79%
Retirements and lump sums (15 days)	90%	69%	61%	80%	58%
Refunds Paid (15 days)	90%	98%	99%	93%	73%
Death Grants Paid (8 days)	90%	82%	67%	70%	39%
Annual Benefits Statements issued within the statutory deadline	100%	100% see note 1	100% see note 1	100% see note 1	100% see note 1
“Transfers Out” Paid (15 days)	90%	98%	99%	97%	100%

Table 2 – 2021/22 Performance to 30 June 2021

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed	No. processed on time	Actual achievement	Average days taken (averaging all cases)	Average days taken (averaging cases exceeding target ONLY)
Estimates to employees (15 days)	90%	201	158	79%	13	not available
Retirements and lump sums (15 days)	90%	206	119	58%	14	20
Refunds Paid (15 days)	90%	98	72	73%	12	19
Death Grants Paid (8 days)	90%	18	7	39%	10	12
2020/21 Annual Benefits Statements issued within the statutory deadline	100%	N/A	N/A	N/A	N/A	N/A
“Transfers Out” Paid (15 days)	90%	40	40	100%	5	n/a

2020/21 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed	No. processed on time	Actual achievement	Average days taken (averaging all cases)	Average days taken (averaging cases exceeding target ONLY)
Estimates to employees (15 days)	90%	534	482	90%	9	not available
Retirements and lump sums (15 days)	90%	872	701	80%	12	19
Refunds Paid (15 days)	90%	424	395	93%	10	20
Death Grants Paid (8 days)	90%	89	62	70%	10	17
2020/21 Annual Benefits Statements issued within the statutory deadline	100%	34,265 see note 1	34,265 see note 1	100% see note 1	N/A	N/A
“Transfers Out” Paid (15 days)	90%	136	132	97%	6	22

2019/20 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed	No. processed on time	Actual achievement	Average days taken (averaging all cases)	Average days taken (averaging cases exceeding target ONLY)
Estimates to employees (15 days)	90%	739	724	98%	8	not available
Retirements and lump sums (15 days)	90%	983	603	61%	13	19
Refunds Paid (15 days)	90%	649	641	99%	7	23
Death Grants Paid (8 days)	90%	76	51	67%	7	10
2019/20 Annual Benefits Statements issued within the statutory deadline	100%	34,434 see note 1	34,434 see note 1	100%	N/A	N/A
“Transfers Out” Paid (15 days)	90%	194	192	99%	4	16

2018/19 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed	No. processed on time	Actual achievement	Average days taken
Estimates to employees (15 days)	90%	615	587	96%	7
Retirements and lump sums (15 days)	90%	858	592	69%	13
Refunds Paid (15 days)	90%	620	609	98%	7
Death Grants Paid (8 days)	90%	79	65	82%	7
2017/18 Annual Benefits Statements issued within the statutory deadline	100%	34,617 see note 1	34,617 see note 1	100% see note 1	N/A
“Transfers Out” Paid (15 days)	90%	147	144	98	5

2017/18 Performance (full year)

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed	No. processed on time	Actual achievement	Average days taken
Estimates to employees (15 days)	90%	571	485	85%	10
Retirements and lump sums (15 days)	90%	768	575	75%	11
Refunds Paid (15 days)	90%	448	429	96%	6
Death Grants Paid (8 days)	90%	61	45	74%	7
2016/17 Annual Benefits Statements issued within the statutory deadline	100%	31,190 see note 1	31,190 see note 1	100% see note 1	N/A
“Transfers Out” Paid (15 days)	90%	132	122	92%	7

Note 1 - Regarding Annual Benefits Statements, all of the year end returns from all employers were received by the Administration Team within the statutory deadline. All returns were matched to the member records held within the Administration team, and where a definitive match was made, 100% of the Annual Benefit Statements were distributed to active and deferred members by the statutory deadline.