

## Pension Administration Summary Performance

**Table 1 – Summary Performance**

Service	Target	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 to 31/12/2022 (previous quarter)
Estimates to employees (15 days)	90%	96%	98%	90%	75%	78% (75)
Retirements and lump sums (15 days)	90%	69%	61%	80%	64%	52% (38)
Refunds Paid (15 days)	90%	98%	99%	93%	63%	64% (69)
Death Grants Paid (8 days)	90%	82%	67%	70%	51%	46% (33)
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	100% see note 1
“Transfers Out” Paid (15 days)	90%	98%	99%	97%	96%	93% (90)

**Table 2 – 2022/23 Performance to 31 December 2022**

Service Standards – Processing tasks within internal targets	Target Achievement	No. Processed (previous quarters)	No. processed on time (previous quarters)	Actual achievement (previous quarters)	Average days taken (averaging all cases)	Average days taken (averaging cases exceeding target ONLY)
Estimates to employees (15 days)	90%	457 (350)	355 (262)	78% (75)	12 (13)	not available
Retirements and lump sums (15 days)	90%	864 (550)	445 (209)	52% (38)	15 (17)	22 (22)
Refunds Paid (15 days)	90%	332 (248)	212 (172)	64 (69)	14 (14)	19 (18)
Death Grants Paid (8 days)	90%	91 (55)	42 (18)	46% (33)	10 (14)	15 (18)
2021/22 Annual Benefits Statements issued within the statutory deadline	100%	34,081	34,081	100% see note 1	N/A	N/A
“Transfers Out” Paid (15 days)	90%	180 (123)	167 (111)	93% (90)	6 (8)	26 (23)

**Table 2 – 2021/22 Performance (full year)**

<b>Service Standards – Processing tasks within internal targets</b>	<b>Target Achievement</b>	<b>No. Processed</b>	<b>No. processed on time</b>	<b>Actual achievement</b>	<b>Average days taken (averaging all cases)</b>	<b>Average days taken (averaging cases exceeding target ONLY)</b>
Estimates to employees (15 days)	90%	699	523	75%	12	not available
Retirements and lump sums (15 days)	90%	968	624	64%	12	19
Refunds Paid (15 days)	90%	504	320	63%	14	20
Death Grants Paid (8 days)	90%	74	38	51%	10	14
2020/21 Annual Benefits Statements issued within the statutory deadline	100%	34,265	34,265	100%	N/A	N/A
“Transfers Out” Paid (15 days)	90%	198	191	96%	6	35

**2020/21 Performance (full year)**

<b>Service Standards – Processing tasks within internal targets</b>	<b>Target Achievement</b>	<b>No. Processed</b>	<b>No. processed on time</b>	<b>Actual achievement</b>	<b>Average days taken (averaging all cases)</b>	<b>Average days taken (averaging cases exceeding target ONLY)</b>
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
2019/20 Annual Benefits Statements issued within the statutory deadline	100%	34,434 see note 1	34,434 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)**

<b>Service Standards – Processing tasks within internal targets</b>	<b>Target Achievement</b>	<b>No. Processed</b>	<b>No. processed on time</b>	<b>Actual achievement</b>	<b>Average days taken (averaging all cases)</b>	<b>Average days taken (averaging cases exceeding target ONLY)</b>
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
2018/19 Annual Benefits Statements issued within the statutory deadline	100%	34,167 see note 1	34,167 see note 1	100%	N/A	N/A
“Transfers Out” Paid (15 days)	90%	194	192	99%	4	16

**2018/19 Performance (full year)**

<b>Service Standards – Processing tasks within internal targets</b>	<b>Target Achievement</b>	<b>No. Processed</b>	<b>No. processed on time</b>	<b>Actual achievement</b>	<b>Average days taken</b>
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%	32,817 see note 1	32,817 see note 1	100% see note 1	N/A
“Transfers Out” Paid (15 days)	90%	147	144	98%	5

**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.