

SERVICE STANDARDS RESULTS FOR THE YEAR 2008/2009

<i>Service Standard</i>	<i>Target %</i>	<i>Actual % Meeting Standard</i>		<i>Comments</i>
		<i>2007/2008</i>	<i>2008/2009</i>	
Issue guide and membership certificate	90	100	100	
Write to previous employer requesting Transfer In details	90	99	94	
Issue Transfer In quote	90	85	83	See note 2
Confirm period of service for Transfer In	90	65	73	See note 2
Send option form to Early Leaver	90	99	99	
Process payment of Refund	90	93	87	
Issue Transfer Out quote	90	87	78	See note 2
Send Transfer Out payment	90	56	56	See note 2
Issue Benefit quotation	90	94	93	See note 1
Send Retirement Benefit details	90	92	93	See note 1
Send Application Form following notification of Death	90	95	96	
Send details of benefits to Next of Kin	90	64	72	See note 3
Pay Death Grant to Estate	90	82	88	See note 4

Note 1:

- **Despite difficulties of implementing a new Pension Scheme from 1 April 2008 and a major restructure of Pension Services, we were able to maintain these standards during 2008-2009. However as a result other areas may have suffered, but the restructure should ensure this is only temporary.**

Note 2:

- **As a result of major changes to regulations relating to transfers, inevitably delays have occurred. However the restructure has enabled us to maintain the standards on the whole. We expect to see improvement in this area in the forthcoming year.**
- **Delay in payment has no affect on member's benefits.**

Note 3:

- **An analysis of this area revealed that cases which were delayed were mainly those, where no payment was due from the Pension Fund.**
- **Monitoring of this area was reviewed to reflect cases, where benefits are actually payable in future. Subsequent changes to procedures have already shown improvement which we hope to build on.**

Note 4:

- **There is a relatively small volume in this area, however on a couple of occasions there was a high volume resulting in some cases missing the standards.**
- **As previously stated this area has been reviewed and improvements have already been identified. Again we expect further improvement this year.**