

SERVICE STANDARDS RESULTS FOR THE YEAR 2010/2011

<i>Service Standard</i>	<i>Target %</i>	<i>Actual % Meeting Standard</i>		<i>Comments</i>
		<i>2009/2010</i>	<i>2010/2011</i>	
Issue guide and membership certificate	90	100	100	
Write to previous employer requesting Transfer In details	90	99	81	See note
Issue Transfer In quote	90	94	95	
Confirm period of service for Transfer In	90	95	99	
Send option form to Early Leaver	90	83	87	
Process payment of Refund	90	90	83	See note
Issue Transfer Out quote	90	95	99	
Send Transfer Out payment	90	43	71	
Issue Benefit quotation	90	97	99	
Send Retirement Benefit details	90	96	96	
Send Application Form following notification of Death	90	96	98	
Send details of benefits to Next of Kin	90	95	86	See note
Pay Death Grant to Estate	90	97	92	See note

Note: Due to nationwide cutbacks in public service spending, we had an unprecedented increase in requests for redundancy estimates as well as a high level of actual cases. While we managed to maintain high standards in key areas such as retirement estimates and payments, other areas show a small dip from last year.

As usual every effort will be made to maintain high levels of service despite ongoing uncertainty in pensions, such as the Hutton Report.