

SERVICE STANDARDS RESULTS FOR THE YEAR 2007/2008

<i>Service Standard</i>	<i>Target %</i>	<i>Actual % Meeting Standard</i>		<i>Comments</i>
		<i>2006/2007</i>	<i>2007/2008</i>	
Issue guide and membership certificate	90	100	100	
Write to previous employer requesting Transfer In details	90	97	99	
Issue Transfer In quote	90	66	85	See note 5
Confirm period of service for Transfer In	90	57	65	See note 5
Send option form to Early Leaver	90	97	99	
Process payment of Refund	90	93	93	
Issue Transfer Out quote	90	82	87	See note 5
Send Transfer Out payment	90	77	56	See note 2
Issue Benefit quotation	90	87	94	See note 1
Send Retirement Benefit details	90	87	92	See note 1
Send Application Form following notification of Death	90	88	95	
Send details of benefits to Next of Kin	90	75	64	See note 3
Pay Death Grant to Estate	90	96	82	See note 4

Note 1:

- **This year saw excessive increases of work in these areas (23% for Retirement Benefits and 119% for Benefit quotations). Despite this we are pleased to have shown an improvement in service standards in both areas, however this increased volume has had a detrimental impact in other work areas.**
- **We envisage that due to the difficulties of implementing a new Pension Scheme from 1 April 2008 and an expected large volume of retirements, maintaining these standards will be difficult during 2008-2009. Nevertheless we will try our utmost to meet the service standards and will endeavour to keep members informed of any anticipated delay in providing any particular service.**

Note 2:

- **Payments delayed due to excessive workload in other areas (see note 1).**
- **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 is to be reviewed to reflect cases, where benefits are actually payable in future.**

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.**
- **We will review our processes to try and limit the number of cases missing the standard.**

Note 5:

- **While we are pleased to announce improvements in these areas we will endeavour to further improve in order to meet our target of at least 90%.**