

SERVICE STANDARDS RESULTS FOR THE YEAR 2014/2015

Service Standard	Target %	Performance %		Comments
		2013/2014	2014/2015	
Issue guide and membership certificate	90	99	100	
Write to previous employer requesting Transfer In details	90	100	94	Dip due to introduction of LGPS2014
Issue Transfer In quote	90	97	97	
Confirm period of service for Transfer In	90	97	95	Dip due to introduction of LGPS2014
Issue Benefit quotation	90	99	90	Dip due to increase in volume of requests received from employers
Send Retirement Benefit details	90	92	92	
Send Application Form following notification of Death	90	99	96	* See below
Send details of benefits to Next of Kin	90	92	88	Dip due to introduction of new procedure
Pay Death Grant to Estate	90	92	79	* See below
Send option form to Early Leaver	90	95	98	
Process payment of Refund	90	82	85	
Issue Transfer Out quote	90	100	100	
Send Transfer Out payment	90	54	63	

* Dip due to higher volume of death grants payable as we move further into 10 year balance of guarantee promise.