October 2022

Further detail on the reporting of the SLAs that allows the Committee to understand of the cases missed , what timescales such outstanding cases were completed by for each case type.

Oct-22

Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Correspondence		1				3	
Deaths	2		1	1		4	4
Deferred Benefits							2
Estimates				1			1
Refunds			3			8	4
Retirements - Deferred				1		1	2
Retirements - Immediate					2		
Transfers In	1		2	1		2	8
Transfers Out							1
Other		3		1			4
Total	**3**	**4**	**6**	**5**	**2**	**18**	**26**

November 2022

Further detail on the reporting of the SLAs that allows the Committee to understand of the cases missed , what timescales such outstanding cases were completed by for each case type.

Dec-22

Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Deaths	1			1		3	10
Deferred Benefits	1						
Estimates		1			2		2
Refunds	1				1		2
Retirements - Deferred	1			2	1	1	9
Retirements - Immediate						1	2
Transfers In		1				3	6
Transfers Out	3					5	4
Other	2	1			1		12
Total	**9**	**3**		**3**	**5**	**13**	**47**

December 2022

Further detail on the reporting of the SLAs that allows the Committee to understand of the cases missed , what timescales such outstanding cases were completed by for each case type.

Nov-22

Days Missed	1 Day	2 Days	3 Days	4 Days	5 Days	6 - 10 Days	11 Days+
Category	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By	Count of Days Missed By
Correspondence				1		1	2
Deaths	1	2	1			2	1
Deferred Benefits		1					1
Estimates	1						
Refunds	1	1			2	3	
Retirements - Deferred	5		1	1		1	
Retirements - Immediate			1				1
Transfers In		3	1	1			11
Transfers Out			1			1	3
Other			1				4
Total	**8**	**7**	**6**	**3**	**2**	**8**	**23**

Additional Information on cases processed over 11 days

Missed SLA cases for Deaths

1. Of the missed cases for Deaths all of the cases except 1 related to a payment to next of kin

2. Of the cases that missed the SLA by more than 11 days

- October – 3 cases were completed between 11 and 14 days, 1 was completed 49 days late (this was a system error where the Trigger point is receipt of all information and this was incorrectly triggered)

- November – 1 case which was completed 33 days late – this was a result of working oldest case first and part of the backlog of cases

- December – 2 cases completed 11 days late, 7 cases completed 20 days late and 1 case completed 76 days late (this was a system error where the Trigger point is receipt of all Information and this was incorrectly triggered)

Missed SLA cases for Retirements

1. Of the missed cases for Retirements (Deferred and immediate) only 5 of them were payments to members (Oct x 1, Nov x 1, Dec x 3)

2. Of the cases missing SLA by more than 11 days – Oct – 1 payment by 12 days, Nov - 1 payment by 16 days, Dec – 2 payments by 16 days and 1 by 22 days

3. All of the other cases missing SLA by more than 11 days were pension option forms issued to members

LPP
Local Pensions Partnership
Administration