

10	HV08	Respond to member requests for estimates of benefits within 5 working days following receipt of request		90%	15	33	25	25	100	23	9	7	
11	HV22	Respond to employer requests for estimates of benefits within 5 working days following receipt of request		90%	6	10	13	12	92.3	3	11	6	Annual Report standard is 10 working days
	HV22W		online		0	0	0	0		0	0	0	
12	HV34E	Provide information on request in respect of pension sharing on divorce within legislative timescales (within 5 days of receipt of all relevant information). (a charge to the member will be levied in line with pension sharing on divorce legislation)		100%	1	5	2	2	100	4	30	11	
13	HV34A	Implement pension sharing orders within legislative timescales (within 5 days of receipt of all relevant information)		100%	0	0	0	0		0	0	0	
14		Provide annual benefit statements to active and deferred members within legislative timescales		100 %									100% achieved prior to 31/08/18 deadline
15		Act upon and implement pension increase orders by next available payment date		100%									pensions increase implemented in April for pensions and August for additional PI on lump sums
16	HV15	Implement changes to pensioner circumstances by next available payment date		100%	10	2	1	1	100	11	21	21	
17		Respond to requests for information for reports from DWP, HMRC, DCLG, GAD within legislative timeframes		100%									All reports/information received in time to meet deadlines
18		Reporting - Provide monthly and quarterly reports to client highlighting performance against SLA's, membership statistics, Annual planner, Technical updates and any other information relevant to the ongoing running of the service within 5 working days after the start of each month and within 10 working days of the end of		100%									Need to monitor
19		Number of cases in backlog											To be provided for end of November
20		Complaints											1 case detailed in the October LPP report