

Pension Administration Contract Performance 1 October 2015 to 31 March 2016

Capita's overall performance at the mid point of the contractual year is 95.2%.

Every month reports are produced to assist with monitoring the performance of the contract looking at both the individual month and the overall trend, the focus is primarily on three key areas:

- Timeliness of one off payment
- Percentage of core KPI's (accuracy and timeliness) delivered in reference to the contract rebate scheme
- Issue logs

The table below shows key performance measures and outcomes

Case Type	Number of Cases	Number of Cases Correct/On time	Performance	Contractual Requirements
Timeliness of cases involving payments	326	201	61.66%	Transfer value (out) – 5wd Redundancy – 3wd Lump sum on retirement – 3wd Death grant – 3wd Refund of contributions – 10wd
Accuracy of cases involving payments	326	325	99.69%	100%
Timeliness of Correspondence answered	625	616	98.56%	Contractual timescale 5 wd
Accuracy if individual estimates and transfer quotes	524	524	100.00%	100%
Timeliness of estimates and transfer quotes	524	499	95.23%	Transfer in and out quote – 10wd Estimate of benefits (member request) – 5wd Estimate of benefits (employer request) – 3wd Bulk employer estimates (more than 9 cases) – 10wd
Accuracy - Deferred Benefits (Early Leaver)	298	298	100.00%	100%
Timeliness - Deferred Benefits (Early Leaver)	298	285	95.64%	Contractual timescale 10 wd
Timeliness of new starters	702	701	99.86%	Record to be created within 10wd of receipt of appropriate notification
Total	3623	3449		

Overall Performance %

95.2%

Based on Accumulative figure to 31 March 2016