

**APPENDIX A**

Quarter - April to June 2017									
Business Process Perspective	Target	This Quarter	Previous quarter	Customer Perspective - Feedback	Target	This Quarter	Previous Quarter		
Retirement Benefits notified to members within 10 working days of paperwork received	92%	97%	▲	99%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	94%	▶	99%
Pension payments made within 10 working days of receiving election	95%	94%	▶	94%	Experience of dealing with Section - rated at least good or excellent	95%	86%	▼	97%
Death benefits/payments sent to dependant within 10 working days of notification	90%	83%	▼	87%	Establish members thoughts on the amount of info provided - rated as about right	92%	94%	▲	98%
				Establish the way members are treated - rated as polite or extremely polite	97%	95%	▶	100%	
				Email response - understandable	95%	97%	▲	99%	
Good or better than target	▲			Email response - content detail	92%	98%	▲	99%	
Close to target	▶			Email response - timeliness	92%	99%	▲	98%	
Below target	▼								
				▼ Comments					

Significant resource has been directed onto year-end work for the statutory annual benefit statements and taxation statements. This has impacted on certain KPI results this quarter, although the majority remain positive.

Ian Howe - Pensions Manager 06/07/2017

This page is intentionally left blank