

APPENDIX B

1 April 2023 to 31 March 2024

Full Year - 1 April 2023 to 31 March 2024						
Business Process Perspective		Target		Customer Perspective - Feedback		Target
Retirement Benefits notified to members within 10 working days of paperwork received	92%	88%	▶	Establish members understanding of info provided - rated at least mainly ok or clear	95%	98% ▲
Pension payments made within 10 working days of receiving election	95%	94%	▶	Experience of dealing with Section - rated at least good or excellent	95%	93% ▶
Death benefits/payments sent to dependant within 10 working days of notification	90%	83%	▼	Establish members thoughts on the amount of info provided - rated as about right	92%	93% ▲
				Establish the way members are treated - rated as polite or extremely polite	97%	99% ▲
Below target	▼			Email response - understandable	95%	98% ▲
Close to target	▶			Email response - content detail	92%	100% ▲
Good or better than target	▲			Email response - timeliness	92%	95% ▲

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