

Appendix: Pension Key Performance Indicators linked to Pension Calculations January 2023 to April 2024

Business Process Perspective	Target	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Retirement Benefits notified to members within 10 working days of paperwork received	92%	96%	95%	96%	94%	95%	92%	92%	94%	93%	87%	80%	81%	87%	78%	80%	77%
Pension payments made within 10 working days of receiving election	95%	96%	98%	99%	98%	92%	91%	98%	93%	97%	96%	93%	96%	85%	91%	96%	85%
Death benefits/payments sent to dependant within 10 working days of notification	90%	93%	90%	85%	78%	76%	82%	89%	89%	89%	88%	88%	89%	90%	74%	58%	74%

November 2023: McCloud functionality switched on.

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