

Full Year - 1 April 2024 to 31 March 2025

Appendix B

Business Process Perspective	Target	This year		Ave days	Previous Year	Customer Perspective - Feedback	Target	This year		Previous Year
Retirement Benefits notified to members within 10 working days of paperwork received	92%	80%	▶	6	88%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	98%	▲	98%
Pension payments made within 10 working days of receiving election	95%	90%	▶	5	94%	Experience of dealing with Section - rated at least good or excellent	95%	88%	▶	93%
Death benefits/payments sent to dependant within 10 working days of notification	90%	61%	▼	10	83%	Establish members thoughts on the amount of info provided - rated as about right	92%	91%	▶	93%
						Establish the way members are treated - rated as polite or extremely polite	97%	99%	▲	99%
						Email response - understandable	95%	98%	▲	98%
						Email response - content detail	92%	97%	▲	100%
						Email response - timeliness	92%	94%	▲	95%

Below target
 Close to target
 Good or better than target

▼
▶
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