

Key Performance Indicators – percentage of cases completed outside of target

Acknowledge death of active, deferred and pensioner member.

Letter issued within 5 working days following notification of death. Target 100%.

Month	% Cases completed on target	1-5 days late	6-10 days late	11-15 days late	16-20 days late	21-30 days late	31-40 days late	41-50 days late	51-60 days late	61-70 days late	71-80 days late
November 2014	100.00%										
December 2014	98.39%			1.61%							
January 2015	98.08%			1.92%							

Notify employees retiring from active membership of benefits

Issue award within 5 working days after payable date or date of receiving all necessary information if later. Target 95%.

Month	Cases completed on target	1-5 days late	6-10 days late	11-15 days late	16-20 days late	21-30 days late	31-40 days late	41-50 days late	51-60 days late	61-70 days late	71-80 days late
November 2014	96.00%	4.0%									
December 2014	95.45%	3.03%	1.52%								
January 2015	80.87%	13.91%	4.35%	0.87%							

Provide a divorce quotation to employees on request

Provided within 10 working days from receipt of all information. Target 90%.

Month	Cases completed on target	1-5 days late	6-10 days late	11-15 days late	16-20 days late	21-30 days late	31-40 days late	41-50 days late	51-60 days late	61-70 days late	71-80 days late
November 2014	81.81%	4.55%		9.09%		4.55%					
December 2014	78.95%	5.26%	15.79%								
January 2015	62.50%		37.50%								

Provide a maximum of one estimate to employees per request per year

Estimate in agreed format provided within 10 working days from receipt of all information. Target 90%.

Month	Cases completed on target	1-5 days late	6-10 days late	11-15 days late	16-20 days late	21-30 days late	31-40 days late	41-50 days late	51-60 days late	61-70 days late	71-80 days late
November 2014	91.95%	3.36%	0.67%	1.34%		1.34%	1.34%				
December 2014	93.40%	2.83%	1.89%	0.94%			0.94%				
January 2015	79.25%	6.29%	5.03%	2.52%	2.52%	2.52%				1.26%	0.61%