

Scheme Advisory Board - Target KPI's

Appendix B

Category	Complete at End of Period	# Completed Within Customer Target	% Complete Within Customer Target	# Completed Within KPI Target	% Complete Within KPI Target	# Completed Within Legally Required Response Time	% Complete Within Legal Target
<b>Grand Total</b>	<b>2,639</b>	<b>2,196</b>	<b>83.2%</b>	<b>2,196</b>	<b>83.2%</b>	<b>2,493</b>	<b>94.5%</b>
B1. Death Acknowledgement	143	55	38.5%	55	38.5%	130	90.9%
B2. Confirmation of Dependent Benefits	56	43	76.8%	43	76.8%	54	96.4%
B3. Deferred Member Options	227	203	89.4%	203	89.4%	221	97.4%
B4. Active Member Options	159	128	80.5%	128	80.5%	149	93.7%
B5. Deferred Member Benefit Confirmation	118	82	69.5%	82	69.5%	112	94.9%
B6. Active Member Benefits Confirmation	128	111	86.7%	111	86.7%	128	100.0%
B7. Payment of Lump Sums	205	159	77.6%	159	77.6%	199	97.1%
B8. Deferred Leaver Options and Notifications	344	274	79.7%	274	79.7%	300	87.2%
B9. Confirmation that transfer in has been completed	31	3	9.7%	3	9.7%	14	45.2%
B10. Confirmation transfer out has been completed	8	3	37.5%	3	37.5%	5	62.5%
B11. Payment of refund	123	116	94.3%	116	94.3%	123	100.0%
B12. Divorce Quotations	44	43	97.7%	43	97.7%	43	97.7%
B13. Pension Sharing Orders	1	1	100.0%	1	100.0%	1	100.0%
B14. New Starter Communication	916	866	94.5%	866	94.5%	881	96.2%
B15. Estimates	136	109	80.1%	109	80.1%	133	97.8%