

Appendix 1														
Key Performance Indicators Quarter to 31st March 2017 and April / May 2017														
Process	Target days	Total Cases			within target			% within target			Trend Analysis	average days		
		April & May 17	Q4, 2016-17	Q3, 2016-17	April & May 17	Q4, 2016-17	Q3, 2016-17	April & May 17	Q4, 2016-17	Q3, 2016-17		Q3 to April / May	April & May 17	Q4, 2016-17
Address Changes	10	65	29	76	59	27	71	90.77%	93.10%	93.42%	↓	3.91	3.59	3.27
Bank Account Changes	10	20	15	24	19	12	22	95.00%	80.00%	91.67%	↑	3.10	3.60	3.33
Death of a Pensioner	5	11	56	17	7	51	17	63.64%	91.07%	100.00%	↓	2.73	3.04	1.59
Deferred Calculations	15	64	75	120	40	33	62	62.50%	44.00%	51.67%	↑	13.06	20.32	23.51
Estimates	10	20	33	28	18	28	27	90.00%	84.85%	96.43%	↓	5.60	4.45	1.14
General Enquiries	10	182	231	167	146	178	131	80.22%	77.06%	78.44%	↑	6.34	6.87	8.14
Lump Sum Payments	5	55	50	57	28	40	48	50.91%	80.00%	84.21%	↓	5.78	3.80	4.44
Nomination Updates	10	43	83	133	42	75	121	97.67%	90.36%	90.98%	↑	2.23	3.71	3.48
Refund Calculations	15	97	88	64	95	80	50	97.94%	90.91%	78.13%	↑	3.02	5.17	14.48
Refund Payments	10	59	65	102	59	55	80	100.00%	84.62%	78.43%	↑	4.83	5.48	6.75
Retirements	10	16	45	35	12	43	35	75.00%	95.56%	100.00%	↓	10.19	4.16	1.43
Transfers In (Actual)	10	8	8	4	5	6	3	62.50%	75.00%	75.00%	↓	8.50	6.25	4.50
Transfers In (Quotes)	10	25	32	14	18	22	12	72.00%	68.75%	85.71%	↓	7.60	11.12	5.14
Transfers Out (Actual)	10	13	16	10	9	11	5	69.23%	68.75%	50.00%	↑	10.31	6.94	31.70
Transfers Out (Quotes)	10	9	44	23	7	21	15	77.78%	47.73%	65.22%	↑	4.67	22.36	19.09
		687	870	874	564	682	699	82.10%	78.39%	79.98%				
Notes														
Work volumes wer 18% greater in April and May compared with the two previous quarters.														
There was a slight improvement in the attainment of target service levels to an overall 82%														
The most significant slippage was in the processing of lump sum payments.														