

This Quarter(1.4.17 to 30.06.17)

Business Process Perspective	Target	This Quarter		Previous Quarter	Customer Perspective - Feedback	Target	This Quarter		Previous quarter
Retirement Benefits notified to members within 10 working days of paperwork received	92%	100%	▲	100%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	▲	100%
Pension payments made within 5 working days of receiving election	92%	100%	▲	100%	Experience of dealing with Section - rated at least good or excellent	92%	100%	▲	94%
Death related benefits notified to dependant within 10 working days of notification	90%	100%	▲	100%	Establish members thoughts on the amount of info provided - rated as about right	92%	100%	▲	100%
Death related payments made within 5 working days	92%	100%	▲	100%	Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	100%
Estimates provided within 10 working days	92%	100%	▲	100%	▼ Comments				

Good or better than target

Close to target

Below target

▲
▶
▼

Pension Scheme Member Comments

A special thanks to Lesley Loakes.

Very happy with the service provided

Fantastic staff.

10/10 Really amazing and so helpful.

Your staff were polite, patient and explained my case fully. Pensions are very confusing and this lady worked hard to explain my case. Thank you.

Very efficient from the department. Thank you.

I received a very professional and competent standard of service. Thank you.

Always helpful: Thank you.