

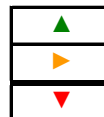
**This Quarter(1.04.18 to 30.06.18)**

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%	▲	100%
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**

All queries responded to and detail explained thoroughly

Very professional

Very professional service. Excellent member of staff  
I spoke to on the phone

My experience with the level of service from the pension team has been excellent, anything I needed to know was explained fully and questions answered.

Initially emailed and received a phone call to confirm points. Written response was spot on. Thank you.

This department has always been very helpful and efficient with a number of pension forecasts for me. I cannot fault their service.

The Pensions department were excellent throughout.