






























Appendix A






Appendix A

KPI's for the period 01.10.23 to 31.12.23							
WORKTYPE	TOTAL CASES	TARGET DAYS FOR EACH CASE	TARGET MET CASES	MINIMUM TARGET PERCENT	TARGET MET PERCENT	AVERAGE TIME TAKEN	DIRECTION OF TRAVEL
AVC In-house (General)	51	20	51	85	100	3.08	
Change of Address	119	20	118	85	99.16	2.39	
Change of Bank Details	78	20	78	85	100	2	
Death Grant to Set Up	32	10	30	85	93.75	7.26	
Death In Retirement	141	10	138	85	97.87	6.09	
Death In Service	9	10	9	85	100	5.56	
Death on Deferred	5	10	5	85	100	2.4	
Deferred Benefits Into Payment Actual	237	10	233	90	98.31	4.05	
Deferred Benefits Into Payment Quote	267	35	239	85	89.51	35.2	
Deferred Benefits Set Up on Leaving	1241	20	528	85	42.55	133.73	
Dependant Pension To Set Up	61	5	57	90	93.44	3.82	
Divorce Quote	61	40	60	85	98.36	8.75	
Estimates for Deferred Benefits into Payment	4	10	4	90	100	4.75	
General Payroll Changes	84	20	84	85	100	1.89	

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Initial letter Death in Retirement	141	10	138	85	97.96	1.39	
Initial Letter Death in Service	9	10	9	85	100	1	
Initial letter Death on Deferred	5	10	5	85	100	1	
Interfund Linking In Actual	80	35	24	85	30	147.39	
Interfund Linking In Quote	81	35	76	85	93.83	22.37	
Interfund Out Actual	88	35	67	85	76.14	27.78	
Interfund Out Quote	90	35	58	85	64.44	28.29	
Life Certificate	24	10	24	85	100	2.33	
Monthly Posting	701	10	685	95	97.72	3.27	
NI adjustment to Pension at State Pension Age	6	20	6	85	100	5.67	
Pension Estimate	32	10	27	90	84.38	6.66	
Pension Saving Statement	1	20	1	100	100	1	
Phone Call Received	736	3	714	95	97.01	1.31	
Refund Actual	172	10	172	90	100	2.52	
Refund Quote	317	35	317	85	100	4.23	
Retirement Actual	182	10	176	90	96.7	3.96	
Retirement Quote	158	10	149	85	94.3	14.33	

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Transfer In Actual	31	35	28	85	90.32	30.75	
Transfer In Quote	64	35	49	85	76.56	20.81	
Transfer Out Payment	18	35	11	85	61.11	36.44	
Transfer Out Quote	67	35	55	85	82.09	21.3	
Update Member Details	478	20	477	100	99.79	1.97	

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