

## Achievements against Key Performance Indicators

Case Type	Target Time	15/16		16/17		17/18		18/19		6 months to September 2019	
		No	% in target	No	% in target	No	% in target	No	% in target	No	% in target
Calculation and payment of retirement benefit	20 days	1766	96%	2238	95%	2008	98%	2591	96%	1357	97%
Calculation and payment of dependant benefit	15 days	377	86%	410	95%	578	99%	529	97%	243	100%
Calculation and provision of benefit estimate	20 days	2810	62%	3145	67%	3025	72%	3681	72%	2149	89%
Reply to correspondence	15 days	4719	98%	5370	99%	5339	99%	5789	100%	2395	100%

NB. All target turnaround times commence when we have all the necessary documentation to complete the particular task.