

# Quarterly KPI Performance (Period: 1 April 2023 to 30 June 2023)

**Estimates (Target = 20 days)\***

	Pass	Total	Percentage
Within 20 day target for period	148	165	89.70%
Longest time taken out of all cases	38		

Target = 90%

**Refunds (Target = 20 days)**

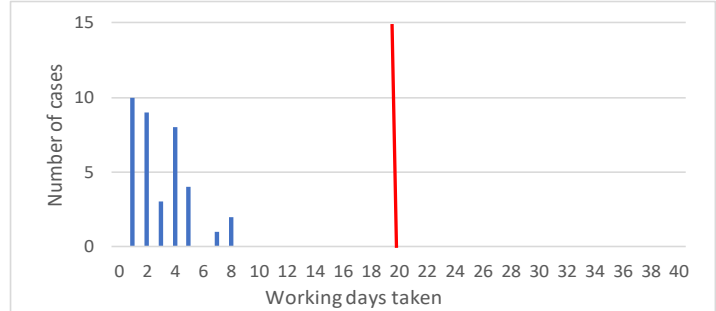
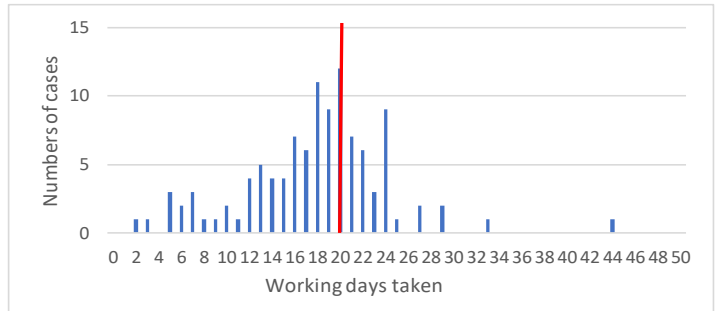
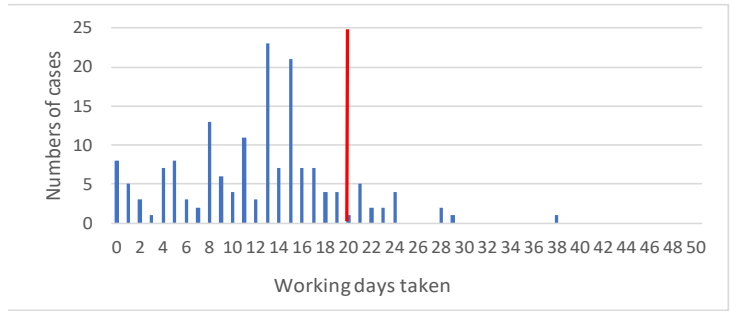
	Pass	Total	Percentage
Within 20 day target	77	111	69.37%
Longest time taken out of all cases	149		

Target = 90%

**Transfers Out - Actual (Target = 20 days)**

	Pass	Total	Percentage
Within 20 day target	37	37	100.00%
Longest time taken out of all cases	8		

Target = 90%



**Retirement Grants (Target = 20 days)**

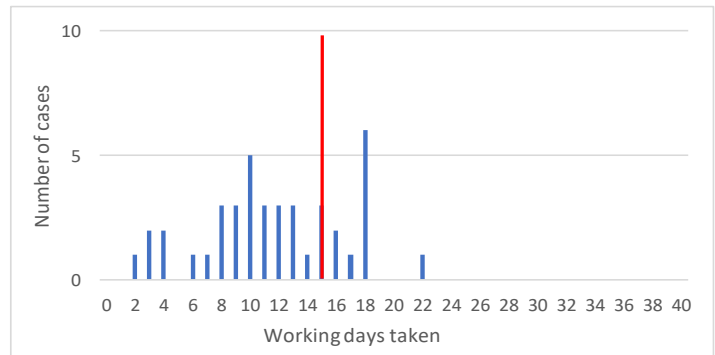
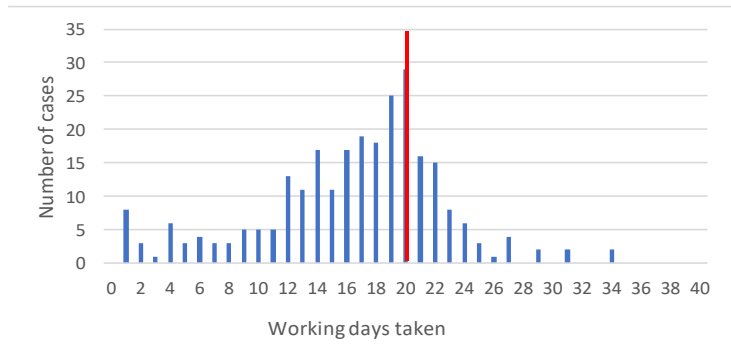
	Pass	Total	Percentage
Within 20 day target	207	266	77.82%
Longest time taken out of all cases	34		

Target = 90%

**Death Grants (Target = 15 days)**

	Pass	Total	Percentage
Within 15 day target	32	42	76.19%
Longest time taken out of all cases	22		

Target = 90%

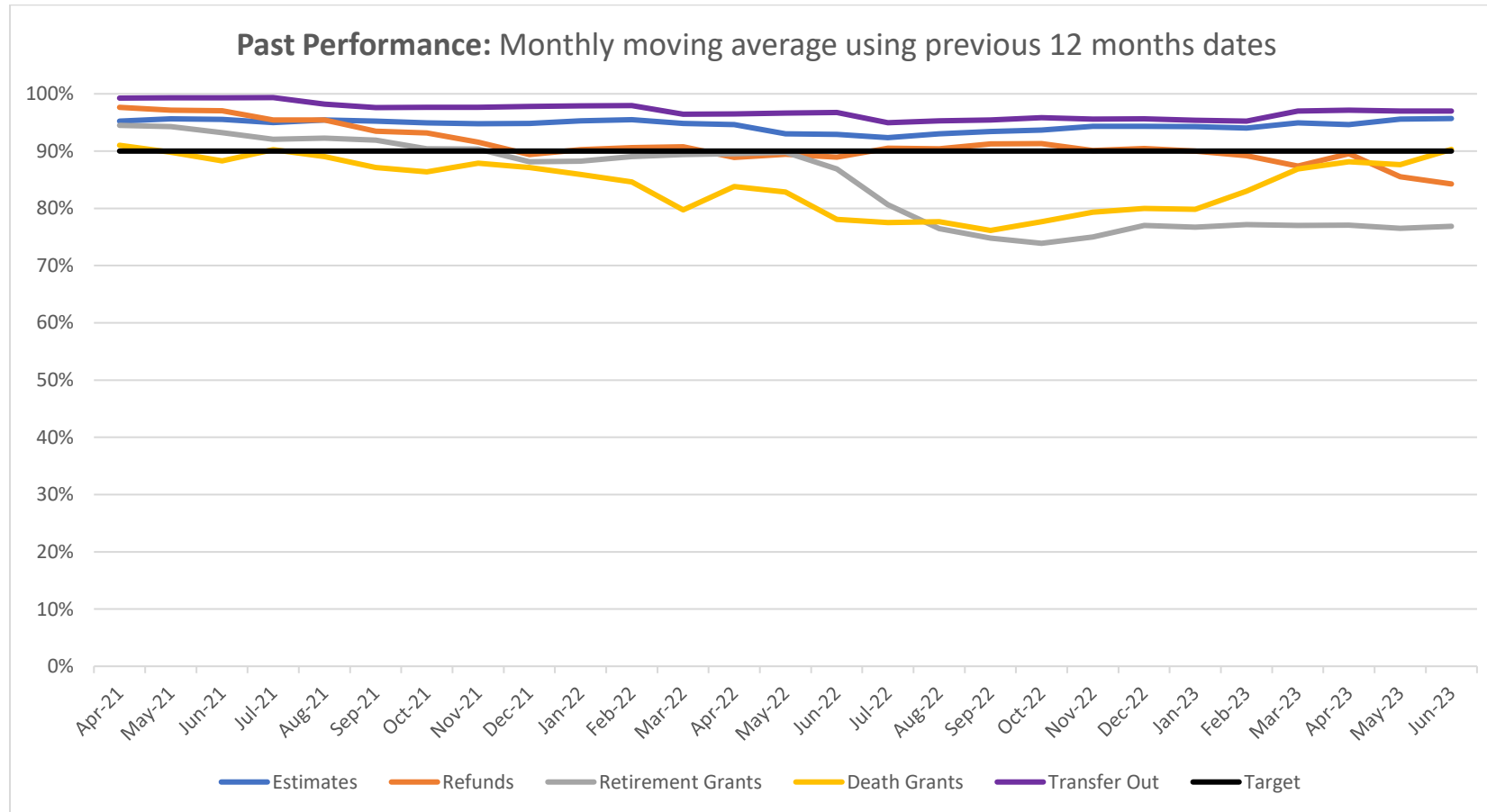


# Trend analysis

The chart below shows the Fund's performance against the new KPIs as if they had applied since April 2020. For each month highlighted, it uses the KPI pass percentage for the 12 months up to that date.

The purpose of taking this approach is show a clearer trend of performance (smoothing peaks and troughs)

The black line shows the tolerable percentage of 100%.



# Cases volumes

The charts below show the cases completed. The left chart shows a general trend of increased work over the period (an increase of 25% in 2 years), while the chart on the right shows the same data without the data being summed.

