

Appendix B

PUBLISHABLE PERFORMANCE INFORMATION - KEY PERFORMANCE INDICATOR DATA REPORT

KPI Description*	Rating Thresholds	Frequency of Measurement	Quarter and Year*	Average for Reporting Period	Rating*	Comment*
KPI 1 : Completion of Tasks The number of tasks completed for which the return date exceeds the agreed return date against the number of tasks completed in the preceding month.	Good*: >98%	Monthly				
	Approaching Target: 95% to 97.99%					
	Requires Improvement: 90% to 94.99%					
	Inadequate: <89.99%					
KPI 2 : Completion of Tasks for the Review of Compensation Events. The number of tasks to review compensation events where the completion time exceeds eight working days from receipt of the task against the number of tasks to review compensation events completed in the preceding month.	Good*: >98%	Monthly				
	Approaching Target: 95% to 97.99%					
	Requires Improvement: 90% to 94.99%					
	Inadequate: <89.99%					
KPI 3: Assurance.	Good*: >98%	Monthly				

Number of Assurance Reports completed within one month following the issue of the Task Report against the number of Assurance Reports due in the preceding month.	Approaching Target: 95% to 97.99%					
	Requires Improvement: 90% to 94.99%					
	Inadequate: <89.99%					

*Publishable fields. Please note, of the four Rating Thresholds, only the 'Good' threshold is published.