

## Administration Performance Previous 12 Months (1 October 2020 to 30 September 2021)

The table below shows performance against the relevant targets. The casework reported does not include periodic tasks (such as the triennial valuation, publication of the Annual Benefit Statements, End of Year processes or notification of changes to Regulations) response times to enquiries made by members (which has a five working day expectation) and work in progress.

	Q3 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21	Q1 2021/22	Q1 2021/22	Q2 2021/22	Q2 2021/22	12 Month	12 Month
	No on time	% on time	No on time	% on time						
<b>Active Retirement</b>	129	100%	118	100%	101	100%	147	100%	<b>495</b>	100%
<b>Deferred Retirement</b>	158	100%	151	100%	150	100%	185	100%	<b>644</b>	100%
<b>Estimates</b>	235	100%	172	100%	483	100%	663	100%	<b>1,553</b>	100%
<b>Deferred Benefits</b>	724	100%	736	100%	685	100%	964	100%	<b>3,109</b>	100%
<b>Transfers in / out</b>	34	100%	29	100%	36	100%	37	100%	<b>136</b>	100%
<b>Divorce</b>	37	100%	43	100%	36	100%	34	100%	<b>150</b>	100%
<b>Refunds</b>	150	100%	92	100%	104	100%	127	100%	<b>473</b>	100%
<b>Rejoiners</b>	71	100%	93	100%	65	100%	42	100%	<b>271</b>	100%
<b>Interfunds</b>	76	100%	65	100%	71	100%	71	100%	<b>283</b>	100%
<b>Death Benefits</b>	139	100%	128	100%	101	100%	100	100%	<b>463</b>	100%
<b>Total</b>	<b>1,753</b>		<b>1,627</b>		<b>1,832</b>		<b>2,370</b>		<b>7,577</b>	

The table below shows work in progress at 30 September 2021. The day count reflects the time from date of receipt of the initiating request. Therefore, it includes time whilst cases are on hold with the administration team pending further information. The casework reported does not include work being undertaken as part of the historic leavers project, which forms part of the data improvement plan.

	Cases in progress 0-5 days from receipt	Cases in progress 6-10 days from receipt	Cases in progress 11-15 days from receipt	Cases in progress 16-20 days from receipt	Cases in progress 21-30 days from receipt	Cases in progress 31 + days from receipt	Cases in progress Total
<b>Active Retirement</b>	13	12	4	0	0	0	<b>29</b>
<b>Deferred Retirement</b>	73	13	1	0	1	0	<b>34</b>
<b>Estimates</b>	64	107	42	9	10	33	<b>265</b>
<b>Deferred Benefits</b>	25	188	45	58	84	11	<b>411</b>
<b>Transfers in / out</b>	1	1	2	0	0	2	<b>6</b>
<b>Divorce</b>	2	7	4	0	0	1	<b>14</b>
<b>Refunds</b>	10	9	1	0	0	0	<b>20</b>
<b>Rejoiners</b>	9	8	2	0	1	0	<b>20</b>
<b>Interfunds</b>	7	8	3	2	0	7	<b>27</b>
<b>Death Benefits</b>	5	5	0	5	6	11	<b>32</b>
<b>Total</b>	<b>155</b>	<b>358</b>	<b>104</b>	<b>74</b>	<b>102</b>	<b>65</b>	<b>858</b>