

Administration Performance

1 April 2019 – 30 September 2019

The table below shows performance against the relevant targets for the three months during the quarter.

The table 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, but with a requirement to keep members or employers informed if it will take longer to resolve) or change of member details.

	April		May		June		Quarter 1	
	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time
Active Retirement	33	100.00%	29	100.00%	51	96.10%	113	98.20%
Deferred Retirement	35	94.30%	52	100.00%	79	79.80%	166	89.20%
Estimates	124	99.20%	144	39.60%	149	70.50%	417	68.30%
Deferred Benefits	17	100.00%	115	66.10%	142	32.40%	274	50.70%
Transfers in / out	2	50.00%	6	50.00%	10	50.00%	18	50.00%
Divorce	11	90.90%	35	51.40%	11	54.60%	57	59.70%
Refunds	42	100.00%	40	92.50%	18	72.20%	100	92.00%
Rejoiners	3	66.70%	12	58.30%	21	71.40%	36	66.70%
Interfunds	16	93.80%	2	0.00%	15	33.30%	33	60.60%

	April		May		June		Quarter 1	
	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time
Death Benefits	27	100.00%	28	100.00%	44	84.10%	99	92.90%
Total	310		463		540		1,313	

	July		August		September		Quarter 2		YTD	
	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time
Active Retirement	21	100.00%	41	100.00%	48	100.00%	110	100.00%	233	99.1%
Deferred Retirement	77	100.00%	81	100.00%	52	100.00%	210	100.00%	376	95.2%
Estimates	186	66.13%	130	99.23%	103	93.20%	419	83.05%	836	75.7%
Deferred Benefits	143	35.66%	139	81.29%	529	53.50%	811	55.12%	1085	54.0%
Transfers in / out	1	100.00%	7	100.00%	5	80.00%	13	92.31%	31	67.7%
Divorce	18	38.89%	5	20.00%	5	40.00%	28	35.72%	85	51.8%
Refunds	58	100.00%	31	100.00%	71	98.59%	160	99.37%	260	96.5%
Rejoiners	10	100.00%	14	100.00%	27	100.00%	51	100.00%	87	86.2%
Interfunds	22	18.18%	13	15.38%	3	100.00%	38	23.68%	71	40.8%
Death Benefits	40	100.00%	50	96.00%	45	100.00%	135	98.52%	234	96.2%
Total	576		511		888		1,975		3,288	

The table below shows outstanding work as of 30th September 2019. The time outstanding reflects the time from date of receipt of the initiating request, so includes time whilst cases are on hold pending further information;

Time Outstanding

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31+ days	Total
Active Retirement	11	9	1	0	0	0	21
Deferred Retirement	11	4	1	0	1	1	18
Estimates	26	47	22	8	7	5	115
Deferred Benefits	99	64	94	127	139	343	866
Transfers In & Out	0	5	0	4	2	8	19
Divorce	1	4	2	10	7	18	42
Refunds	12	0	3	0	0	0	15
Rejoiners	13	4	6	4	0	0	27
Interfunds	14	12	11	14	27	131	209
Death Benefits	12	4	1	1	5	2	25
GRAND TOTAL	199	153	141	168	188	508	1,357