

Appendix 1

Administration Performance

1 April 2019 – 31 December 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%
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	
	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%
Deferred Retirement	77	100.00%	81	100.00%	52	100.00%	210	100.00%
Estimates	186	66.13%	130	99.23%	103	93.20%	419	84.73%
Deferred Benefits	143	35.66%	139	81.29%	529	53.50%	811	85.45%
Transfers in / out	1	100.00%	7	100.00%	5	80.00%	13	100.00%
Divorce	18	38.89%	5	20.00%	5	40.00%	28	46.43%
Refunds	58	100.00%	31	100.00%	71	98.59%	160	100.00%
Rejoinders	10	100.00%	14	100.00%	27	100.00%	51	100.00%
Interfunds	22	18.18%	13	15.38%	3	100.00%	38	23.68%
Death Benefits	40	100.00%	50	96.00%	45	100.00%	135	98.52%
Total	576		511		888		1,975	
	October		November		December		Quarter 3	
	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time	Total Cases	% Completed on Time
Active Retirement	39	100.00%	26	100.00%	34	100.00%	99	100.00%
Deferred Retirement	45	100.00%	57	98.25%	51	100.00%	153	99.35%
Estimates	143	100.00%	100	100.00%	81	100.00%	324	100.00%
Deferred Benefits	273	100.00%	240	100.00%	311	100.00%	824	100.00%
Transfers in / out	28	92.86%	35	94.29%	29	100.00%	92	95.65%
Divorce	40	42.50%	21	100.00%	20	100.00%	81	71.60%
Refunds	66	100.00%	74	100.00%	39	100.00%	179	100.00%
Rejoinders	25	100.00%	46	100.00%	28	100.00%	99	100.00%
Interfunds	26	65.38%	32	100.00%	43	86.05%	101	91.09%
Death Benefits	51	100.00%	55	100.00%	20	100.00%	126	100.00%
Total	736		686		656		2,078	

The table below shows outstanding work as of 31 December 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	6	13	0	0	0	0	19
Deferred Retirement	5	9	9	2	0	0	25
Estimates	28	38	24	7	4	4	105
Deferred Benefits	54	72	116	48	93	794	1177
Transfers In & Out	3	3	4	1	1	8	20
Divorce	4	2	1	0	1	1	9
Refunds	7	10	0	0	0	2	19
Rejoiners	8	8	2	3	0	4	25
Interfunds	4	12	14	12	10	135	187
Death Benefits	6	9	1	0	5	3	24
GRAND TOTAL	125	176	171	73	114	951	1,610