

## 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
<b>Active Retirement</b>	33	100.00%	29	100.00%	51	96.10%	113	98.20%
<b>Deferred Retirement</b>	35	94.30%	52	100.00%	79	79.80%	166	89.20%
<b>Estimates</b>	124	99.20%	144	39.60%	149	70.50%	417	68.30%
<b>Deferred Benefits</b>	17	100.00%	115	66.10%	142	32.40%	274	50.70%
<b>Transfers in / out</b>	2	50.00%	6	50.00%	10	50.00%	18	50.00%
<b>Divorce</b>	11	90.90%	35	51.40%	11	54.60%	57	59.70%
<b>Refunds</b>	42	100.00%	40	92.50%	18	72.20%	100	92.00%
<b>Rejoiners</b>	3	66.70%	12	58.30%	21	71.40%	36	66.70%
<b>Interfunds</b>	16	93.80%	2	0.00%	15	33.30%	33	60.60%
<b>Death Benefits</b>	27	100.00%	28	100.00%	44	84.10%	99	92.90%
<b>Total</b>	<b>310</b>		<b>463</b>		<b>540</b>		<b>1,313</b>	

	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

<b>Active Retirement</b>	21	100.00%	41	100.00%	48	100.00%	110	100.00%
<b>Deferred Retirement</b>	77	100.00%	81	100.00%	52	100.00%	210	100.00%
<b>Estimates</b>	186	66.13%	130	99.23%	103	93.20%	419	84.73%
<b>Deferred Benefits</b>	143	35.66%	139	81.29%	529	53.50%	811	85.45%
<b>Transfers in / out</b>	1	100.00%	7	100.00%	5	80.00%	13	100.00%
<b>Divorce</b>	18	38.89%	5	20.00%	5	40.00%	28	46.43%
<b>Refunds</b>	58	100.00%	31	100.00%	71	98.59%	160	100.00%
<b>Rejoinders</b>	10	100.00%	14	100.00%	27	100.00%	51	100.00%
<b>Interfunds</b>	22	18.18%	13	15.38%	3	100.00%	38	23.68%
<b>Death Benefits</b>	40	100.00%	50	96.00%	45	100.00%	135	98.52%
<b>Total</b>	<b>576</b>		<b>511</b>		<b>888</b>		<b>1,975</b>	
	<b>October</b>		<b>November</b>		<b>December</b>		<b>Quarter 3</b>	
	<b>Total Cases</b>	<b>% Completed on Time</b>	<b>Total Cases</b>	<b>% Completed on Time</b>	<b>Total Cases</b>	<b>% Completed on Time</b>	<b>Total Cases</b>	<b>% Completed on Time</b>
<b>Active Retirement</b>	39	100.00%	26	100.00%	34	100.00%	99	100.00%
<b>Deferred Retirement</b>	45	100.00%	57	98.25%	51	100.00%	153	99.35%
<b>Estimates</b>	143	100.00%	100	100.00%	81	100.00%	324	100.00%
<b>Deferred Benefits</b>	273	100.00%	240	100.00%	311	100.00%	824	100.00%
<b>Transfers in / out</b>	28	92.86%	35	94.29%	29	100.00%	92	95.65%
<b>Divorce</b>	40	42.50%	21	100.00%	20	100.00%	81	71.60%
<b>Refunds</b>	66	100.00%	74	100.00%	39	100.00%	179	100.00%
<b>Rejoinders</b>	25	100.00%	46	100.00%	28	100.00%	99	100.00%
<b>Interfunds</b>	26	65.38%	32	100.00%	43	86.05%	101	91.09%
<b>Death Benefits</b>	51	100.00%	55	100.00%	20	100.00%	126	100.00%
<b>Total</b>	<b>736</b>		<b>686</b>		<b>656</b>		<b>2,078</b>	

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
<b>GRAND TOTAL</b>	<b>125</b>	<b>176</b>	<b>171</b>	<b>73</b>	<b>114</b>	<b>951</b>	<b>1,610</b>