

Administration Performance Previous 12 Months (1 July 2020 to 30 June 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

	Q2 2020/21	Q2 2020/21	Q3 2020/21	Q3 2020/21	Q4 2020/21	Q4 2020/21	Q1 2021/22	Q1 2021/22	12 Month	12 Month
	No on time	% on time	No on time	% on time	No on time	% on time	No on time	% on time	No on time	% on time
Active Retirement	73	100%	129	100%	118	100%	101	100%	495	100%
Deferred Retirement	160	100%	158	100%	151	100%	150	100%	619	100%
Estimates	279	100%	235	100%	172	100%	483	100%	1169	100%
Deferred Benefits	920	100%	724	100%	736	100%	685	100%	3065	100%
Transfers in / out	31	100%	34	100%	29	100%	36	100%	130	100%
Divorce	41	100%	37	100%	43	100%	36	100%	157	100%
Refunds	135	100%	150	100%	92	100%	104	100%	481	100%
Rejoiners	62	100%	71	100%	93	100%	65	100%	291	100%
Interfunds	56	100%	76	100%	65	100%	71	100%	268	100%
Death Benefits	143	100%	139	100%	128	100%	101	100%	511	100%
Total	1,900		1,753		1,627		1,832		7,112	

The table below shows work in progress as at 30 June 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 work on under the historic leavers and interfunds 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
Active Retirement	9	25	8	0	0	0	42
Deferred Retirement	20	18	8	1	1	0	48
Estimates	43	65	45	22	8	4	187
Deferred Benefits	49	85	97	63	78	0	372
Transfers in / out	1	1	0	1	0	1	4
Divorce	13	4	4	1	0	4	26
Refunds	4	0	2	0	0	0	6
Rejoiners	10	7	3	0	3	10	33
Interfunds	10	4	3	5	2	2	26
Death Benefits	8	3	0	4	2	4	21
Total	167	212	170	97	94	25	765