

## Administration Performance Previous 12 Months (1 January 2021 to 31 December 2021)

The table below shows the case completion against the target timescales and the number of cases by type over the 12 month period.

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.

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total
<b>Active Retirement</b>	45%	67%	100%				<b>468</b>
<b>Deferred Retirement</b>	31%	55%	100%				<b>626</b>
<b>Estimates</b>	8%	23%	100%				<b>1,782</b>
<b>Deferred Benefits</b>	11%	13%	17%	27%	100%		<b>3,202</b>
<b>Transfers In &amp; Out</b>	21%	30%	100%				<b>129</b>
<b>Divorce</b>	11%	29%	100%				<b>171</b>
<b>Refunds</b>	70%	98%	100%				<b>444</b>
<b>Rejoiners</b>	31%	47%	79%	100%			<b>283</b>
<b>Interfunds</b>	15%	25%	100%				<b>304</b>
<b>Death Benefits</b>	68%	85%	100%				<b>422</b>
<b>Total</b>	<b>1,663</b>	<b>919</b>	<b>2,531</b>	<b>379</b>	<b>2,339</b>	<b>0</b>	<b>7,831</b>

The table below shows the number of case by type over the 12 month period. All cases were completed in line with the performance targets.

<b>Type of Case</b>	<b>Mar-21</b>	<b>Jun-21</b>	<b>Sep-21</b>	<b>Dec-21</b>	<b>Total</b>
<b>Active Retirement</b>	118	101	147	102	<b>468</b>
<b>Deferred Retirement</b>	151	150	185	140	<b>626</b>
<b>Estimates</b>	172	483	663	464	<b>1,782</b>
<b>Deferred Benefits</b>	709	685	965	843	<b>3,202</b>
<b>Transfers In &amp; Out</b>	29	36	37	27	<b>129</b>
<b>Divorce</b>	43	36	34	58	<b>171</b>
<b>Refunds</b>	92	104	127	121	<b>444</b>
<b>Rejoiners</b>	93	65	62	63	<b>283</b>
<b>Interfunds</b>	65	71	71	97	<b>304</b>
<b>Death Benefits</b>	128	101	100	93	<b>422</b>
<b>Total</b>	<b>1,600</b>	<b>1,832</b>	<b>2,391</b>	<b>2,008</b>	<b>7,831</b>

The table below shows work in progress on 31 December 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.

	<b>Cases in progress 0-5 days from receipt</b>	<b>Cases in progress 6-10 days from receipt</b>	<b>Cases in progress 11-15 days from receipt</b>	<b>Cases in progress 16-20 days from receipt</b>	<b>Cases in progress 21-30 days from receipt</b>	<b>Cases in progress 31+ days from receipt</b>	<b>Cases in progress Total</b>
<b>Active Retirement</b>	16	18	3	1	0	0	<b>38</b>
<b>Deferred Retirement</b>	10	4	6	0	0	0	<b>20</b>
<b>Estimates</b>	68	76	87	6	7	8	<b>252</b>
<b>Deferred Benefits</b>	85	77	68	50	136	0	<b>416</b>
<b>Transfers in / out</b>	0	1	2	0	1	1	<b>5</b>
<b>Divorce</b>	1	3	2	0	1	1	<b>8</b>
<b>Refunds</b>	3	5	0	0	0	0	<b>8</b>
<b>Rejoiners</b>	6	5	5	8	2	1	<b>27</b>
<b>Interfunds</b>	5	5	4	0	1	1	<b>16</b>
<b>Death Benefits</b>	4	3	3	4	1	7	<b>22</b>
<b>Total</b>	<b>198</b>	<b>197</b>	<b>180</b>	<b>69</b>	<b>149</b>	<b>19</b>	<b>812</b>