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
Active Retirement	45%	67%	100%				468
Deferred Retirement	31%	55%	100%				626
Estimates	8%	23%	100%				1,782
Deferred Benefits	11%	13%	17%	27%	100%		3,202
Transfers In & Out	21%	30%	100%				129
Divorce	11%	29%	100%				171
Refunds	70%	98%	100%				444
Rejoiners	31%	47%	79%	100%			283
Interfunds	15%	25%	100%				304
Death Benefits	68%	85%	100%				422
Total	1,663	919	2,531	379	2,339	0	7,831

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.

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

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.

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