

## Administration Performance Previous 12 Months (1 April 2021 to 31 March 2022)

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

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>	41%	65%	100%				<b>406</b>
<b>Deferred Retirement</b>	25%	48%	100%				<b>647</b>
<b>Estimates</b>	8%	18%	100%				<b>2,117</b>
<b>Deferred Benefits</b>	7%	10%	14%	24%	100%		<b>3,440</b>
<b>Transfers In &amp; Out</b>	12%	24%	100%				<b>121</b>
<b>Divorce</b>	11%	22%	100%				<b>170</b>
<b>Refunds</b>	68%	98%	100%				<b>488</b>
<b>Rejoiners</b>	18%	32%	67%	100%			<b>238</b>
<b>Interfunds</b>	12%	21%	100%				<b>321</b>
<b>Death Benefits</b>	68%	83%	100%				<b>400</b>
<b>Total</b>	<b>1,456</b>	<b>853</b>	<b>3,003</b>	<b>412</b>	<b>2,624</b>	<b>0</b>	<b>8,348</b>

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

<b>Type of Case</b>	<b>Jun-21</b>	<b>Sep-21</b>	<b>Dec-21</b>	<b>Mar-22</b>	<b>Total</b>
<b>Active Retirement</b>	101	147	102	56	<b>406</b>
<b>Deferred Retirement</b>	150	185	140	172	<b>647</b>
<b>Estimates</b>	483	663	464	507	<b>2,117</b>
<b>Deferred Benefits</b>	685	965	843	947	<b>3,440</b>
<b>Transfers In &amp; Out</b>	36	37	27	21	<b>121</b>
<b>Divorce</b>	36	34	58	42	<b>170</b>
<b>Refunds</b>	104	127	121	136	<b>488</b>
<b>Rejoiners</b>	65	62	63	48	<b>238</b>
<b>Interfunds</b>	71	71	97	82	<b>321</b>
<b>Death Benefits</b>	101	100	93	106	<b>400</b>
<b>Total</b>	<b>1,832</b>	<b>2,391</b>	<b>2,008</b>	<b>2,117</b>	<b>8,348</b>

The table below shows work in progress on 31 March 2022. 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>	13	12	7	2	0	0	<b>34</b>
<b>Deferred Retirement</b>	19	16	6	1	0	0	<b>42</b>
<b>Estimates</b>	65	100	114	14	6	6	<b>305</b>
<b>Deferred Benefits</b>	57	168	120	87	70	26	<b>528</b>
<b>Transfers in / out</b>	1	0	2	0	1	0	<b>4</b>
<b>Divorce</b>	7	5	3	0	0	2	<b>17</b>
<b>Refunds</b>	12	0	0	0	0	0	<b>12</b>
<b>Rejoiners</b>	8	6	9	3	1	0	<b>27</b>
<b>Interfunds</b>	7	11	5	0	0	2	<b>25</b>
<b>Death Benefits</b>	10	1	11	2	5	8	<b>37</b>
<b>Total</b>	<b>199</b>	<b>319</b>	<b>277</b>	<b>109</b>	<b>83</b>	<b>44</b>	<b>1,031</b>
Previous quarter (total)	108	197	180	69	149	19	812