

Administration Performance Previous 12 Months (1 July 2021 to 30 June 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	Total
Active Retirement	157	98	164	0	0	419
Deferred Retirement	155	157	388	0	0	700
Estimates	152	186	1859	0	0	2,197
Deferred Benefits	204	79	162	309	2909	3,663
Transfers In & Out	15	14	75	0	0	104
Divorce	21	23	130	0	0	174
Refunds	273	198	33	0	0	504
Rejoiners	25	27	67	126	0	245
Interfunds	34	53	272	0	0	359
Death Benefits	250	59	67	0	0	376
Total	1,286	894	3,217	435	2,909	8,741

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.

Type of Case	Sep-21	Dec-21	Mar-22	Jun - 22	Total
Active Retirement	147	102	56	114	419
Deferred Retirement	185	140	172	203	700
Estimates	663	464	507	563	2,197
Deferred Benefits	965	843	947	908	3,663
Transfers In & Out	37	27	21	19	104
Divorce	34	58	42	40	174
Refunds	127	121	136	120	504
Rejoiners	62	63	48	72	245
Interfunds	71	97	82	109	359
Death Benefits	100	93	106	77	376
Total	2,391	2,008	2,117	2,225	8,741

The table below shows work in progress on 30 June 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.

	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	15	5	8	0	0	0	28
Deferred Retirement	9	8	37	0	0	0	54
Estimates	11	20	140	0	0	0	171
Deferred Benefits	10	5	18	12	237	0	282
Transfers in / out	1	1	4	0	0	0	6
Divorce	0	3	10	0	0	0	13
Refunds	4	30	0	0	0	0	34
Rejoiners	4	3	5	7	0	0	19
Interfunds	4	6	26	0	0	0	36
Death Benefits	15	6	6	0	0	0	27
Total	73	87	254	19	237	0	670
Previous quarter (total)	108	197	180	69	149	19	812