

Appendix A - Administration Activity

Administration Activity

Key Performance Indicators

The analysis below shows performance of the administration team in relation to key processes over the past 12 months. The bold line shows the KPI target.

This casework does not include periodic tasks (such as publication of the Annual Benefit Statements, End of Year processes or notification of changes to Regulations).

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	Total
Active Retirement	6	2	-	1	-	9
Deferred Retirement	-	2	2	-	-	4
Estimates	11	12	16	-	-	39
Deferred Benefits	4	14	20	12	7	57
Transfers In & Out	-	-	-	1	-	1
Divorce	1	1	3	-	-	5
Refunds	-	-	-	-	-	
Rejoiners	-	-	-	-	-	
Interfunds	-	-	-	-	-	
Death Benefits	10	-	1	-	-	11
Grand Total	32	31	42	14	7	126

Work in Progress

The Administration Performance does not reflect work in progress which is with the team, employers, members or other third parties. The analysis below shows casework in progress at 28 February 2023 in relation to key processes.

Cases in Progress	0-5 days from receipt	6-10 days from receipt	11-15 days from receipt	16-20 days from receipt	21-30 days from receipt	31 + days from receipt	Total
Active Retirement	-	1	-	-	-	-	1
Deferred Retirement	-		1				1
Estimates	2	1	-	-	-	-	3
Deferred Benefits	1	2	-	-	-	-	3
Transfers in / out	-	-	-	-	-	-	-
Divorce	-	-	1	-	-	-	1
Refunds	-	-	-	-	-	-	-
Rejoiners	-	-	-	-	-	-	-
Interfunds	-	-	-	-	-	-	-
Death Benefits	1	1	-	-	-	-	2
Total	4	5	2				11
Previous quarter (total)	1	5	-	2	-	-	8

Portal access

The table shows registrations to the Member Portal (which allows members to view their Annual Benefit Statement, produce retirement estimates and to access and update their personal details). Also included are the number of log in to the Member Portal over the last three months.

		Registration 31-Dec-22	No. Log In (3 mths)
Active	Registered	301 (56%)	30
Active	Opt out of online	0 (0%)	N/A
Active	No Response	233 (44%)	N/A
Deferred	Registered	197 (37%)	17
Deferred	Opt out of online	0 (0%)	N/A
Deferred	No Response	329 (63%)	N/A
Pensioner	Registered	347 (58%)	49
Pensioner	Opt out of online	127 (21%)	N/A
Pensioner	No Response	125 (21%)	N/A
Total	Registered	845 (51%)	96
Total	Opt out of online	127 (8%)	N/A
Total	No Response	687 (41%)	N/A

