

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. The pattern of cases over the year is shown on the right-hand side.

This casework 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). It also does not include work in progress, which is shown on the next page.

No. Cases completed by day count	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	Quarter end Dec 23	Quarter end Sept 23	Quarter end Jun 23	Quarter end Mar 23
Active Retirement	295	138	40				473	111	137	121	104
Deferred Retirement	292	379	283				954	213	277	232	232
Estimates	216	638	981				1,835	303	568	474	490
Deferred Benefits	126	43	80	230	2,777		3,256	840	917	761	738
Transfers In & Out	39	91	55				185	70	45	24	46
Divorce	45	90	57				192	33	56	48	55
Refunds	73	239	300				612	182	153	152	125
Rejoiners	61	60	136	254			511	114	155	94	148
Interfunds	191	174	225				590	182	167	104	137
Death Benefits	364	94	91				549	116	133	134	166
Grand Total	1,702	1,946	2,248	484	2,777	-	9,157	2,164	2,608	2,144	2,241

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 on 31 December 2023 in relation to key processes and compares to the previous quarter.

No. Case in Progress. Day count from receipt	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total 30 Dec 23	Total 30 Sept 23
Active Retirement	3	7	7	1	0	2	20	18
Deferred Retirement	9	3	12	7	12	14	57	37
Estimates	17	17	83	26	11	121	275	281
Deferred Benefits	22	33	81	24	71	1	232	252
Transfers In & Out	1	0	1	4	4	15	25	2
Divorce	3	0	3	2	4	7	19	19
Refunds	6	1	8	0	0	1	16	0
Rejoiners	1	0	6	4	15	37	63	63
Interfunds	3	1	12	8	1	11	36	35
Death Benefits	5	2	12	3	19	79	120	36
Total	70	64	225	79	137	288	863	743
Total 31 Sept 2023	194	456	75	63	38	18	743	

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 ins to the Portal.

	Membership Split 30 Sep 2023	Membership Split 31 Dec 2023	No. Log in 1 Jul to 30 Sep 2023	No. Log in 1 Oct to 31 Dec2023
Active: Registered	13,268 51%	13,514 51%	8,069	3,970
Active: Opt out of online	163 1%	160 1%		
Active: No Response	12,769 49%	12,924 49%		
Deferred: Registered	13,980 37%	14,289 38%	3,723	3,093
Deferred: Opt out of online	213 1%	215 1%		
Deferred: No Response	23,549 62%	23,392 62%		
Pensioner: Registered	11,214 46%	11,593 47%	2,555	2,312
Pensioner: Opt out of online	6,181 25%	6,190 25%		
Pensioner: No Response	7,135 29%	6,956 28%		
Total: Registered	38,462 43%	39,396 44%	14,347	9,375
Total: Opt out of online	6,557 7%	6,565 7%		
Total: No Response	43,453 49%	43,272 49%		

