

## Administration Performance 1 April 2019 – 31 March 2020

The table below shows performance against the relevant targets for the three months during the quarter.

The table 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, but with a requirement to keep members or employers informed if it will take longer to resolve) or change of member details.

	<b>Q 1</b>	<b>Q 1</b>	<b>Q 2</b>	<b>Q 2</b>	<b>Q 3</b>	<b>Q 3</b>	<b>Q 4</b>	<b>Q 4</b>	<b>Full Year</b>	<b>Full Year</b>
	<b>Total Cases</b>	<b>Completed on Time</b>	<b>Total Cases</b>	<b>Completed on Time</b>	<b>Total Cases</b>	<b>Completed on Time</b>	<b>Total Cases</b>	<b>Completed on Time</b>	<b>Total Cases</b>	<b>Completed on Time</b>
<b>Active Retirement</b>	113	100.0%	110	98.2%	99	100.0%	95	100.0%	417	99.5%
<b>Deferred Retirement</b>	166	100.0%	210	89.2%	153	99.4%	144	100.0%	672	97.2%
<b>Estimates</b>	417	84.7%	419	68.3%	324	100.0%	326	100.0%	1,486	86.3%
<b>Deferred Benefits</b>	274	85.4%	811	50.7%	824	100.0%	798	100.0%	2,707	81.6%
<b>Transfers in / out</b>	18	100.0%	13	50.0%	92	95.7%	73	100.0%	196	92.9%
<b>Divorce</b>	57	46.4%	28	59.7%	81	71.6%	40	100.0%	206	68.9%
<b>Refunds</b>	100	100.0%	160	92.0%	179	100.0%	199	100.0%	638	98.6%
<b>Rejoiners</b>	36	100.0%	51	66.7%	99	100.0%	63	100.0%	249	96.8%
<b>Interfunds</b>	33	23.7%	38	60.6%	101	91.1%	131	100.0%	303	81.2%
<b>Death Benefits</b>	99	98.5%	135	92.9%	126	100.0%	129	100.0%	489	98.2%
<b>Total</b>	<b>1,313</b>		<b>1,975</b>		<b>2,078</b>		<b>1,997</b>		<b>7,363</b>	

The table below shows the days outstanding of work as of 31 March 2020. The time outstanding reflects the time from date of receipt of the initiating request, so includes time whilst cases are on hold pending further information;

<b>Type of Case</b>	<b>0-5 days</b>	<b>6-10 days</b>	<b>11-15 days</b>	<b>16-20 days</b>	<b>21-30 days</b>	<b>31+ days</b>	<b>Total Cases</b>
<b>Active Retirement</b>	11	2	1	0	0	0	14
<b>Deferred Retirement</b>	26	33	7	0	0	0	66
<b>Estimates</b>	30	31	14	3	5	2	85
<b>Deferred Benefits</b>	87	73	85	63	0	0	308
<b>Transfers In &amp; Out</b>	9	3	1	2	3	4	22
<b>Divorce</b>	5	1	1	0	0	0	7
<b>Refunds</b>	1	1	0	1	1	3	7
<b>Rejoiners</b>	6	2	4	0	1	10	23
<b>Interfunds</b>	7	4	0	0	0	0	11
<b>Death Benefits</b>	30	7	1	0	1	0	39
<b>Total</b>	<b>212</b>	<b>157</b>	<b>114</b>	<b>69</b>	<b>11</b>	<b>19</b>	<b>582</b>

Please note this table excludes all work being work on under the historic leavers and interfunds project, which forms part of the data improvement plan.