

Appendix A - Administration Performance Previous 12 Months (1 July 2019 to 30 June 2020)

The table below shows performance against the relevant targets. 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, but with a requirement to keep members or employers informed if it will take longer to resolve) or change of member details.
- Work in progress

	Q2 2019/20	Q2 2019/20	Q3 2019/20	Q3 2019/20	Q4 2019/20	Q4 2019/20	Q1 2020/21	Q1 2020/21	12 Month	12 Month
	No on time	% on time	No on time	% on time	No on time	% on time	No on time	% on time	No on time	% on time
Active Retirement	110	100.0%	99	100.0%	95	100.0%	85	100.0%	389	100.0%
Deferred Retirement	210	100.0%	153	99.4%	144	100.0%	198	100.0%	705	99.9%
Estimates	419	84.7%	324	100.0%	326	100.0%	209	100.0%	1,278	95.0%
Deferred Benefits	811	85.5%	824	100.0%	798	100.0%	594	100.0%	3,027	96.1%
Transfers in / out	13	100.0%	92	95.7%	73	100.0%	24	100.0%	202	98.0%
Divorce	28	46.4%	81	71.6%	40	100.0%	32	100.0%	181	79.0%
Refunds	160	100.0%	179	100.0%	199	100.0%	138	100.0%	676	100.0%
Rejoiners	51	100.0%	99	100.0%	63	100.0%	107	100.0%	320	100.0%
Interfunds	38	23.7%	101	91.1%	131	100.0%	81	100.0%	351	89.2%
Death Benefits	135	98.5%	126	100.0%	129	100.0%	145	100.0%	535	99.6%
Total	1,975		2,078		1,997		1,613		7,664	

The table below shows work in progress as at 30 June 2020. 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 work on under the historic leavers and interfunds 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	9	8	1	0	0	0	18
Deferred Retirement	21	4	7	0	0	0	32
Estimates	62	40	36	11	7	5	161
Deferred Benefits	126	151	69	76	0	0	422
Transfers in / out	0	5	2	1	1	6	15
Divorce	6	1	1	0	0	1	9
Refunds	3	1	0	0	0	0	4
Rejoiners	6	4	0	0	0	0	10
Interfunds	7	5	1	2	0	0	15
Death Benefits	17	5	12	8	0	0	42
Total	257	224	129	98	8	12	728