

Administration Performance Previous 12 Months (1 October 2019 to 30 September 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) and work in progress

	Q3 2019/20	Q3 2019/20	Q4 2019/20	Q4 2019/20	Q1 2020/21	Q1 2020/21	Q2 2020/21	Q2 2020/21	12 Month	12 Month
	No on time	% on time	No on time	% on time						
Active Retirement	99	100.0%	95	100.0%	85	100.0%	73	100%	380	100%
Deferred Retirement	153	99.4%	144	100.0%	198	100.0%	160	100%	654	99%
Estimates	324	100.0%	326	100.0%	209	100.0%	279	100%	1,138	100%
Deferred Benefits	824	100.0%	798	100.0%	594	100.0%	920	100%	3,136	100%
Transfers in / out	92	95.7%	73	100.0%	24	100.0%	31	100%	220	99%
Divorce	81	71.6%	40	100.0%	32	100.0%	41	100%	194	95%
Refunds	179	100.0%	199	100.0%	138	100.0%	135	100%	651	100%
Rejoiners	99	100.0%	63	100.0%	107	100.0%	62	100%	331	100%
Interfunds	101	91.1%	131	100.0%	81	100.0%	56	100%	369	96%
Death Benefits	126	100.0%	129	100.0%	145	100.0%	143	100%	543	100%
Total	2,078		1,997		1,613		1,900		7,616	

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