

## Administration Performance Previous 12 Months (1 April 2020 to 31 March 2021)

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

	<b>Q1 2020/21</b>	<b>Q1 2020/21</b>	<b>Q2 2020/21</b>	<b>Q2 2020/21</b>	<b>Q3 2020/21</b>	<b>Q3 2020/21</b>	<b>Q4 2020/21</b>	<b>Q4 2020/21</b>	<b>12 Month</b>	<b>12 Month</b>
	<b>No on time</b>	<b>% on time</b>	<b>No on time</b>	<b>% on time</b>	<b>No on time</b>	<b>% on time</b>	<b>No on time</b>	<b>% on time</b>	<b>No on time</b>	<b>% on time</b>
<b>Active Retirement</b>	85	100.0%	73	100%	129	100%	118	100%	<b>405</b>	100%
<b>Deferred Retirement</b>	198	100.0%	160	100%	158	100%	151	100%	<b>667</b>	100%
<b>Estimates</b>	209	100.0%	279	100%	235	100%	172	100%	<b>895</b>	100%
<b>Deferred Benefits</b>	594	100.0%	920	100%	724	100%	709	100%	<b>2,947</b>	100%
<b>Transfers in / out</b>	24	100.0%	31	100%	34	100%	29	100%	<b>118</b>	100%
<b>Divorce</b>	32	100.0%	41	100%	37	100%	43	100%	<b>153</b>	100%
<b>Refunds</b>	138	100.0%	135	100%	150	100%	92	100%	<b>515</b>	100%
<b>Rejoiners</b>	107	100.0%	62	100%	71	100%	93	100%	<b>333</b>	100%
<b>Interfunds</b>	81	100.0%	56	100%	76	100%	65	100%	<b>278</b>	100%
<b>Death Benefits</b>	145	100.0%	143	100%	139	100%	128	100%	<b>555</b>	100%
<b>Total</b>	<b>1,613</b>		<b>1,900</b>		<b>1,753</b>		<b>1,600</b>		<b>6,866</b>	

The table below shows work in progress as at 31 March 2021. 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.

	<b>Cases in progress 0-5 days from receipt</b>	<b>Cases in progress 6-10 days from receipt</b>	<b>Cases in progress 11-15 days from receipt</b>	<b>Cases in progress 16-20 days from receipt</b>	<b>Cases in progress 21-30 days from receipt</b>	<b>Cases in progress 31 + days from receipt</b>	<b>Cases in progress Total</b>
<b>Active Retirement</b>	12	6	1	0	0	0	<b>19</b>
<b>Deferred Retirement</b>	24	9	0	1	0	0	<b>34</b>
<b>Estimates</b>	48	21	4	3	2	5	<b>83</b>
<b>Deferred Benefits</b>	51	96	87	50	0	0	<b>284</b>
<b>Transfers in / out</b>	4	3	1	0	2	0	<b>10</b>
<b>Divorce</b>	4	6	3	0	0	0	<b>13</b>
<b>Refunds</b>	9	3	0	0	0	0	<b>12</b>
<b>Rejoiners</b>	10	5	4	0	2	0	<b>21</b>
<b>Interfunds</b>	12	6	5	0	0	2	<b>25</b>
<b>Death Benefits</b>	35	6	3	0	0	3	<b>47</b>
<b>Total</b>	<b>209</b>	<b>161</b>	<b>108</b>	<b>54</b>	<b>6</b>	<b>10</b>	<b>548</b>
<b>Toal to 31/12/20</b>	<b>114</b>	<b>160</b>	<b>131</b>	<b>60</b>	<b>88</b>	<b>20</b>	<b>573</b>