

Dorset Council KPI Report - CMS stats

Performance 2014/15 - report for period :All teams Nov 2015 to Jan 2016

Number of complaints received

0



Top 10 detail - cases completed on time	Completed in period	Performance	Last quarter Performance	KPI (days)	Cases completed on time or early
Admissions (DR01 & DR01W)	1783	23.67%	93.07%	30	422
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	182	57.69%	75.70%	15	105
Transfers In Actual (DR02A & DR03A)	28	0.00%	0.00%	20	0
Transfers Out (DR09E & DR10E)	71	57.75%	45.45%	10	41
Transfers Out actual (DR09A & DR10A)	25	36.00%	38.46%	10	9
Estimates Employee (DR08)	158	36.08%	58.39%	15	57
Estimates Employer (DR22R & DR22W)	178	42.70%	82.24%	15	76
Retirements (DR14, DR14W & DR12 & DR12I & DR14I)	538	63.57%	74.88%	5	342
Deferred Benefits (DR11 & DR11W)	274	26.64%	51.49%	40	73
Refunds (DR16 & DR16W)	335	62.99%	80.17%	15	211
Deaths (DR20, DR13 & DR13W)	106	50.00%	64.52%	5	53
Correspondence (DR24)	494	67.41%	84.19%	30	333
Total	4172	41.28%	77.82%		1722

Top 10 detail - Average elapsed time for cases completed within 6 months of receipt	2015-16			
	Total cases	August - Jan Average elapsed time	May - October Average elapsed time	Target
Admissions (DR01 & DR01W)	1596	52	17	10
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	182	56	49	64
Transfers In Actual (DR02A & DR03A)	28	57	80	64
Transfers Out (DR09E & DR10E)	71	38	54	23
Transfers Out actual (DR09A & DR10A)	25	42	36	23
Estimates Employee (DR08)	158	34	27	10
Estimates Employer (DR22R & DR22W)	178	28	16	9
Retirements (DR14, DR14W & DR12 & DR14I & DR12I)	538	47	51	53
Retirements only (DR14 & DR14W & DR14I)	228	47	40	53
Deferred into payment only (DR12 & DR12I)	310	47	77	53
Deferred Benefits (DR11 & DR11W)	274	83	74	23
Refunds (DR16 & DR16W)	335	59	57	28
Deaths (DR20)	99	24	17	44
Correspondence (DR24 & DR24A)	913	5	6	2