

Dorset Council KPI Report - CMS stats

Performance 2016/17 - report for period : All Teams: Feb - April 2016

Number of complaints received **1**

Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early
Admissions (DR01 & DR01W)	1313	68.62%	30	901
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	105	69.52%	15	73
Transfers In Actual (DR02A & DR03A)	22	0.00%	20	0
Transfers Out (DR09E & DR10E)	33	42.42%	10	14
Transfers Out actual (DR09A & DR10A)	11	45.45%	10	5
Estimates Employee (DR08)	135	56.30%	15	76
Estimates Employer (DR22R & DR22W)	148	46.62%	15	69
Retirements (DR14, DR14W & DR12 & DR12I & DR14I & DR22I)	334	51.50%	5	172
Deferred Benefits (DR11 & DR11W)	515	57.48%	40	296
Refunds (DR16 & DR16W)	245	55.10%	15	135
Deaths (DR23)	29	96.55%	5	28
Correspondence (DR24 & DR24A)	550	90.55%	30	498
Total	3440	65.90%		2267

Top 10 detail - Average elapsed time for cases completed within 6 months of receipt	2015-16		
	Total cases	Average elapsed time	Target
Admissions (DR01 & DR01W)	1157	36	10
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	105	53	64
Transfers In Actual (DR02A & DR03A)	22	70	64
Transfers Out (DR09E & DR10E)	33	40	23
Transfers Out actual (DR09A & DR10A)	11	63	23
Estimates Employee (DR08)	135	31	10
Estimates Employer (DR22R & DR22W)	148	28	9
Retirements (DR14, DR14W & DR12 & DR14I & DR12I)	334	53	53
Retirements only (DR14 & DR14W & DR14I & DR22I)	185	45	53
Deferred into payment only (DR12 & DR12I)	149	64	53
Deferred Benefits (DR11 & DR11W)	515	73	23
Refunds (DR16 & DR16W)	245	53	28
Deaths (DR23)	29	1	44
Correspondence (DR24 & DR24A)	550	5	2

Top 10 detail - Cases currently over 6 months old	Total cases
Admissions (LP01 & LP01W)	0
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	0
Transfers In Actual (DR02A & DR03A)	0
Transfers Out (DR09E & DR10E)	0
Transfers Out actual (DR09A & DR10A)	0
Estimates Employee (DR08)	0
Estimates Employer (DR22 & DR22W)	0
Retirements (DR14, DR14W & DR12 & DR14I & DR12I & DR22I)	0
Deferred Benefits (DR11 & DR11W)	0
Refunds (DR16 & DR16W)	0
Deaths (DR20)	0
Correspondence (DR24 & DR24A)	0
Total	0