

Dorset Council KPI Report - CMS stats

All teams

Appendix 3

Performance 2016/17 - report for period : May to July 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)	690	95.51%	68.62%	30	659
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	115	83.48%	69.52%	15	96
Transfers In Actual (DR02A & DR03A)	24	0.00%	0.00%	20	0
Transfers Out (DR09E & DR10E)	55	74.55%	42.42%	10	41
Transfers Out actual (DR09A & DR10A)	28	85.71%	45.45%	10	24
Estimates Employee (DR08)	216	97.22%	56.30%	15	210
Estimates Employer (DR22R & DR22W)	233	99.57%	46.62%	15	232
Retirements (DR14, DR14W & DR12 & DR12I & DR14I)	589	86.59%	51.50%	5	510
Deferred Benefits (DR11 & DR11W)	651	97.08%	57.48%	40	632
Refunds (DR16 & DR16W)	372	95.16%	55.10%	15	354
Deaths (DR23)	60	100.00%	96.55%	5	60
Correspondence (DR24&DR24A)	1076	98.98%	90.55%	30	1065
Total	4109	94.50%	65.90%		3883

Top 10 detail - Average elapsed time for cases completed within 6 months of receipt	2015/16			Target
	Total cases	February - July Average elapsed time	August - Jan Average elapsed time	
Admissions (DR01 & DR01W)	690	17	36	10
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	115	59	53	64
Transfers In Actual (DR02A & DR03A)	24	78	70	64
Transfers Out (DR09E & DR10E)	55	50	40	23
Transfers Out actual (DR09A & DR10A)	28	68	63	23
Estimates Employee (DR08)	216	26	31	10
Estimates Employer (DR22R & DR22W)	233	27	28	9
Retirements (DR14, DR14W & DR12 & DR14I & DR12I)	589	62	53	53
Retirements only (DR14 & DR14W & DR14I)	316	46	45	53
Deferred into payment only (DR12 & DR12I)	273	86	64	53
Deferred Benefits (DR11 & DR11W)	651	86	73	23
Refunds (DR16 & DR16W)	372	81	53	28
Deaths (DR23)	60	2	1	44
Correspondence (DR24 & DR24A)	1076	4	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