

Dorset Council KPI Report - CMS stats

Performance 2016/17 - report for period : All Teams KPI's - FEB 17 - JULY 17

Number of complaints received

3



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Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early
Admissions (DR01 & DR01W)	2873	99.97%	30	2872
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	389	94.86%	15	369
Transfers In Actual (DR02A & DR03A)	111	98.20%	20	109
Transfers Out (DR09E & DR10E)	131	93.89%	10	123
Transfers Out actual (DR09A & DR10A)	69	92.75%	10	64
Estimates Employee (DR08)	594	99.16%	15	589
Estimates Employer (DR22R & DR22W)	333	99.70%	15	332
Retirements (DR14, DR14W & DR12 & DR12I & DR14I & DR22I)	1116	91.67%	5	1023
Deferred Benefits (DR11 & DR11W)	976	96.00%	40	937
Refunds (DR16 & DR16W)	1279	82.64%	15	1057
Deaths (DR23)	127	100.00%	5	127
Correspondence (DR24 & DR24A)	1859	98.82%	30	1837
Total	9857	95.76%		9439