

Dorset Council KPI Report - CMS stats**Performance 2016/17 - report for period : All Teams KPI's****Number of complaints received****Top 10 detail - cases completed on time**

Admissions (DR01 & DR01W)

Transfers In Quote (DR02E, DR02R, DR03E & DR03R)

Transfers In Actual (DR02A & DR03A)

Transfers Out (DR09E & DR10E)

Transfers Out actual (DR09A & DR10A)

Estimates Employee (DR08)

Estimates Employer (DR22R & DR22W)

Retirements (DR14, DR14W & DR12 & DR12I & DR14I & DR22I)

Deferred Benefits (DR11 & DR11W)

Refunds (DR16 & DR16W)

Deaths (DR23)

Correspondence (DR24 & DR24A)

Total

November 2017 -
January 2018

2

Completed in period	Performance	KPI (days)	Cases completed on time or early
1772	100.00%	30	1772
225	96.89%	15	218
62	100.00%	20	62
90	95.56%	10	86
35	97.14%	10	34
231	99.13%	15	229
230	100.00%	15	230
705	98.16%	5	692
1048	98.19%	40	1029
792	98.36%	15	779
57	100.00%	5	57
928	99.03%	30	919
6175	98.90%		6107