

Appendix 10 - Pensions Administration KPIs February to July 2020

The tables below show the KPIs for the period February to July 2020, and I have additionally included the equivalent period in 2019 for comparison, i.e. prior to home working/lock down.

Dorset County Pension Fund KPI Report - CMS stats - All Teams



Number of complaints received	1
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	Period:	February 2019 - July 2019		
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or
Admissions (DR01 & DR01W)	2593	94.64%	30	2454
Transfers In Quote (DR02E, DR02R, DR03E & DR03R)	381	99.48%	15	379
Transfers In Actual (DR02A & DR03A, DR03G)	143	98.60%	20	141
Transfers Out (DR09E & DR10E)	217	98.16%	10	213
Transfers Out actual (DR09A & DR10A)	111	97.30%	10	108
Estimates Employee (DR08)	558	99.46%	15	555
Estimates Employer (DR22, DR22I, DR22R & DR22W)	248	100.00%	15	248
Retirements (DR14, DR14W & DR12 & DR12I & DR14I, DR14W)	1271	98.19%	10	1248
Deferred Benefits (DR11 & DR11W)	1662	91.94%	40	1528
Refunds (DR16 & DR16W)	2395	92.86%	15	2224
Deaths (DR23)	175	100.00%	5	175
Correspondence (DR24 & DR24A)	1622	99.51%	30	1614
Total	11376	95.70%		10887

Period:	February 2020 - July 2020		
Completed in period	Performance	KPI (days)	Cases completed on time or
2122	88.60%	30	1880
328	96.34%	15	316
193	93.26%	20	180
309	93.20%	10	288
161	91.30%	10	147
425	98.35%	15	418
177	98.31%	15	174
1450	93.59%	10	1357
1023	96.68%	40	989
1355	98.75%	15	1338
179	100.00%	5	179
1082	99.26%	30	1074
8804	94.73%		8340