

Dorset County Pension Fund KPI Report



Top 10 detail - cases completed on time	Period:	May 2022- July 2022			
	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On
Admissions	890	99.89%	30	889	892
Transfers In Quote	69	95.65%	15	66	292
Transfers In Actual	78	97.44%	15	76	110
Transfer Out Quote	115	98.26%	15	113	154
Transfer Out Actual	87	48.28%	15	42	163
Estimates	235	94.89%	15	223	334
Retirements	314	78.98%	10	248	520
Retirements Quote	476	67.23%	10	320	1328
Deferred Benefits	349	83.38%	40	291	1328
Refunds	133	100.00%	15	133	639
Refunds Quote	280	100.00%	15	280	697
Deaths (Initial Stage)	66	84.85%	5	56	217
Correspondance	2795	99.11%	15	2770	2723
Total	5887	93.55%		5507	9397

Total Processes for month completed	8021
Total Processes worked on in month	15640
Total Phone Calls taken through Pensions Helpline	3339