

Dorset County Pension Fund KPI Report

	Period: August to October 2022				
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or	Total Processes Worked On
Admissions	1325	100.00%	30	1325	1325
Transfers In Quote	39	87.18%	15	34	237
Transfers In Actual	29	96.55%	15	28	87
Transfer Out Quote	99	92.93%	15	92	171
Transfer Out Actual	47	53.19%	15	25	108
Estimates	176	90.34%	15	159	328
Retirements	347	68.59%	10	238	695
Retirements Quote	454	35.90%	10	163	1406
Deferred Benefits	208	79.81%	40	166	501
Refunds	143	100.00%	15	143	446
Refunds Quote	391	100.00%	15	391	821
Deaths (Initial Stage)	80	97.50%	5	78	267
Correspondance	1484	98.58%	15	1463	1725
Total	4822	89.28%		4305	8117

Total Processes for month completed	9816
Total Processes worked on in month	11140
Total Phone Calls taken through Pensions Helpline	2252