

**Dorset County Pension Fund KPI Report**



	<b>Period: February - April 2023</b>					
<b>Top 10 detail - cases completed on time</b>	<b>Completed in period</b>	<b>Performance</b>	<b>KPI (days)</b>	<b>Cases completed on time or early</b>	<b>Total Processes Worked On</b>	<b>Average Working Time (Days)</b>
Admissions	1092	99.73%	30	1089	1092	1.25
Transfers In Quote	76	92.11%	15	70	353	7.33
Transfers In Actual	57	82.46%	15	47	109	21.75
Transfer Out Quote	135	94.07%	15	127	171	6.95
Transfer Out Actual	74	28.38%	15	21	211	88.81
Estimates	214	87.38%	15	187	358	8.57
Retirements	327	92.35%	10	302	452	4.88
Retirements Quote	447	63.76%	10	285	1239	8.18
Deferred Benefits	939	87.65%	40	823	2344	21.08
Refunds	140	100.00%	15	140	837	1.07
Refunds Quote	270	100.00%	15	270	621	1.00
Deaths (Initial Stage)	81	90.12%	5	73	214	5.27
Correspondance	1093	99.45%	15	1087	1093	3.78
<b>Total</b>	<b>4945</b>	<b>91.43%</b>		<b>4521</b>	<b>9094</b>	

Total Processes for period	9841
Total Processes worked on in period	15138
Total Phone Calls taken through Pensions Helpline	1638
Total Emails Received	6289
Total Emails Sent	6735