

	Period: February 2024 - April 2024					
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1117	100.00%	30	1117	1117	1.00
Interfunds in Quote	122	99.18%	15	121	589	5.64
Interfunds In Actual	109	55.96%	15	61	149	12.11
Interfunds Out Quote	47	97.87%	15	46	80	4.61
Interfunds Out Actual	44	38.64%	15	17	76	61.52
Transfers In Quote	53	98.11%	15	52	197	3.84
Transfers In Actual	40	100.00%	15	40	58	4.10
Transfers Out Actual	24	87.50%	15	21	75	10.24
Transfer Out Quote	111	98.20%	15	109	164	5.75
Estimates	272	97.43%	15	265	424	9.27
Retirements	301	86.05%	10	259	491	9.68
Retirements Quote	438	95.89%	10	420	1061	6.61
Deferred Benefits	412	92.72%	40	382	563	19.66
Refunds	153	100.00%	15	153	684	1.11
Refunds Quote	293	100.00%	15	293	711	1.14
Deaths (Initial Stage)	112	98.21%	5	110	254	2.03
Correspondance	1442	99.72%	15	1438	1323	1.92
Total	5090	96.35%		4904	8016	

Total Processes for period completed	14037
Total Processes worked on in period	17213
Total Phone Calls taken through Pensions Helpline	1861
Total Emails Received	7816
Total Emails Sent	7708
McCloud Processes Completed	1158

	Period: November 2023 - January 2024					
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1092	100.00%	30	1092	1092	1.00
Interfunds in Quote	125	84.00%	15	105	596	9.65
Interfunds In Actual	130	82.31%	15	107	319	11.82
Interfunds Out Quote	94	88.30%	15	83	124	8.24
Interfunds Out Actual	60	16.67%	15	10	98	77.46
Transfers in Quote	33	93.94%	15	31	214	9.01
Transfers In Actual	81	98.77%	15	80	88	3.81
Transfers Out Actual	21	90.48%	15	19	82	10.87
Transfer Out Quote	102	93.14%	15	95	138	7.23
Estimates	368	99.18%	15	365	489	5.16
Retirements	349	98.28%	10	343	519	6.12
Retirements Quote	442	99.10%	10	438	1050	4.76
Deferred Benefits	1081	42.65%	40	461	1292	81.43
Refunds	188	100.00%	15	188	453	1.03
Refunds Quote	345	99.42%	15	343	974	1.87
Deaths (Initial Stage)	96	100.00%	5	96	214	1.75
Correspondance	1183	99.75%	15	1180	1134	2.37
Total	5790	86.98%		5036	8876	

Total Processes for period completed	17154
Total Processes worked on in period	21366
Total Phone Calls taken through Pensions Helpline	1674
Total Emails Received	6208
Total Emails Sent	6326
McCloud Processes Completed	4865