

	Period: August 2024 - October 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	1301	100.00%	30	1301	1301	1.00
Interfund in Quote	51	100.00%	30	51	368	5.88
Interfund In Actual	109	68.81%	30	75	233	19.70
Interfund Out Quote	56	100.00%	30	56	109	3.80
Interfund Out Actual	68	94.12%	30	64	102	21.99
Transfers in Quote	21	100.00%	15	21	135	4.51
Transfers In Actual	42	100.00%	15	42	48	3.89
Transfer Out Actual	20	95.00%	15	19	104	4.29
Transfer Out Quote	94	100.00%	15	94	132	3.91
Estimates	224	98.66%	15	221	323	2.64
Retirements	588	98.81%	10	581	789	5.65
Retirements Quote	718	99.30%	10	713	1519	2.49
Deferred Benefits	454	96.04%	40	436	688	15.85
Refunds	165	100.00%	15	165	386	1.05
Refunds Quote	382	100.00%	15	382	844	1.05
Deaths (Initial Stage)	90	97.78%	5	88	180	1.97
Correspondence	3512	98.29%	15	3452	3573	4.04
Total	7895	98.30%		7761	10834	

Total Processes for month completed	18065
Total Processes worked on in month	21235
Total Phone Calls taken through Pensions Helpline	1843
Total Emails Received	5545
Total Emails Sent	5526
McCloud Processes Completed	231

	Period: May 2024 - July 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	1318	99.70%	30	1314	1314	1.00
Interfunds in Quote	52	86.54%	15	45	369	10.51
Interfunds In Actual	70	71.43%	15	50	155	15.35
Interfunds Out Quote	66	98.48%	15	65	157	4.80
Interfunds Out Actual	112	81.25%	15	91	191	28.87
Transfers in Quote	28	100.00%	15	28	158	3.69
Transfers In Actual	29	100.00%	15	29	42	1.75
Transfers Out Actual	19	100.00%	15	19	65	7.77
Transfer Out Quote	129	100.00%	15	129	161	3.64
Estimates	218	95.41%	15	208	328	7.52
Retirements	403	86.10%	10	347	680	9.24
Retirements Quote	551	94.01%	10	518	1408	7.28
Deferred Benefits	481	95.22%	40	458	666	19.68
Refunds	164	100.00%	15	164	459	1.10
Refunds Quote	341	100.00%	15	341	804	1.01
Deaths (Initial Stage)	74	98.65%	5	73	173	2.21
Correspondance	972	98.87%	15	961	1228	2.76
Total	5027	96.28%		4840	8358	

Total Processes for month completed	16389
Total Processes worked on in month	19417
Total Phone Calls taken through Pensions Helpline	1875
Total Emails Received	7730
Total Emails Sent	7814
McCloud Processes Completed	4