

Dorset County Pension Fund KPI Report



	Period:	August 2025 - October 2025				
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	1409	100.00%	30	1409	1409	1.01
Interfund in Quote	91	100.00%	30	91	410	5.34
Interfund In Actual	115	99.13%	30	114	154	8.42
Interfund Out Quote	59	100.00%	30	59	98	1.84
Interfund Out Actual	63	98.41%	30	62	91	10.46
Transfers in Quote	24	100.00%	15	24	93	2.31
Transfers In Actual	26	100.00%	15	26	26	2.62
Transfer Out Actual	15	100.00%	15	15	63	2.28
Transfer Out Quote	111	99.10%	15	110	127	2.58
Estimates	361	99.45%	15	359	378	3.97
Retirements	557	99.82%	10	556	619	3.18
Retirements Quote	654	99.24%	10	649	1440	3.37
Deferred Benefits	1164	85.40%	40	994	2019	24.71
Refunds	157	100.00%	15	157	343	1.08
Refunds Quote	354	100.00%	15	354	805	1.00
Deaths (Initial Stage)	86	95.35%	5	82	187	2.22
Correspondence	1791	99.44%	15	1781	1941	3.59
Total	7037	97.23%		6842	10203	

Total Processes for month completed	16001
Total Processes worked on in month	19269
Total Phone Calls taken through Pensions Help	2083
Total Emails Received	Currently not reportable due to Dorset IT changes
Total Emails Sent	Currently not reportable due to Dorset IT changes
McCloud Processes Completed	271

Period:	May 2025 - July 2025				
Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time
1256	100.00%	30	1256	1256	1.00
99	97.98%	30	97	444	5.56
80	92.50%	30	74	148	12.95
96	98.96%	30	95	171	3.65
103	87.38%	30	90	151	17.12
8	100.00%	15	8	101	3.17
30	93.33%	15	28	33	5.05
19	94.74%	15	18	66	6.64
100	97.00%	15	97	121	3.85
281	99.29%	15	279	383	3.92
380	96.58%	10	367	584	4.51
591	98.65%	10	583	1323	2.94
780	93.97%	40	733	1315	26.45
169	100.00%	15	169	375	1.05
380	100.00%	15	380	845	1.94
83	95.18%	5	79	198	3.79
1281	93.05%	15	1192	1220	4.57
5736	96.67%		5545	8734	

Total Processes for month completed	18175
Total Processes worked on in month	21756
Total Phone Calls taken through Pensions Helpline	2133
Total Emails Received	Currently not reportable due to Dorset IT changes
Total Emails Sent	Currently not reportable due to Dorset IT changes
McCloud Processes Completed	138