

	Period:	November 2025 - January 2026				
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	1135	100.00%	30	1135	1135	1.04
Interfund in Quote	62	100.00%	30	62	373	4.08
Interfund In Actual	80	70.86%	30	79	127	7.38
Interfund Out Quote	47	100.00%	30	45	105	3.61
Interfund Out Actual	100	94.59%	30	96	166	15.27
Transfers in Quote	28	100.00%	15	28	96	2.67
Transfers In Actual	9	100.00%	15	9	10	2.30
Transfer Out Actual	16	100.00%	15	16	72	5.04
Transfer Out Quote	92	100.00%	15	92	107	2.82
Estimates	175	99.41%	15	175	207	3.19
Retirements	460	99.49%	10	453	511	2.76
Retirements Quote	504	99.36%	10	504	1186	2.62
Deferred Benefits	1281	92.89%	40	1043	2106	29.51
Refunds	156	100.00%	15	156	416	1.03
Refunds Quote	261	100.00%	15	261	802	1.02
Deaths (Initial Stage)	89	98.15%	5	86	215	2.48
Correspondence	1200	99.23%	15	1196	1276	2.32
Total	5695	98.06%		5436	8910	

Total Processes for month completed	15911
Total Processes worked on in month	19573
Total Phone Calls taken through Pensions Helpline	1628
Total Emails Received	0
Total Emails Sent	0
McCloud Processes Completed	1998

• Figures for December & January are not included due to issues with Dorset Council Outlook
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