



	Period:	February 2026 - April 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	1508	100.00%	30	1508	1508	1.02
Interfund in Quote	119	99.16%	30	118	513	3.78
Interfund In Actual	78	97.44%	30	76	129	9.00
Interfund Out Quote	231	100.00%	30	231	307	2.25
Interfund Out Actual	54	100.00%	30	54	89	10.26
Transfers in Quote	50	98.00%	15	49	159	3.44
Transfers In Actual	24	100.00%	15	24	27	2.91
Transfer Out Actual	28	92.86%	15	26	69	4.40
Transfer Out Quote	103	99.03%	15	102	122	2.40
Estimates	208	99.52%	15	207	261	4.39
Retirements	437	98.40%	10	430	525	3.47
Retirements Quote	563	98.58%	10	555	1163	3.99
Deferred Benefits	990	89.70%	40	888	1130	14.38
Refunds	137	100.00%	15	137	588	1.03
Refunds Quote	252	99.21%	15	250	670	4.92
Deaths (Initial Stage)	110	97.27%	5	107	205	2.53
Correspondence	1242	99.68%	15	1238	1197	3.91
Total	6134	97.82%		6000	8662	

Total Processes for month completed	23187
Total Processes worked on in month	20188
Total Phone Calls taken through Pensions Helpline	1721
Total Emails Received	Currently unreportable
Total Emails Sent	Currently unreportable
McCloud Processes Completed	7945

Period:	November 2025 - January 2026				
Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time
1135	100.00%	30	1135	1135	1.04
62	100.00%	30	62	373	4.08
80	70.86%	30	79	127	7.38
47	100.00%	30	45	105	3.61
100	94.59%	30	96	166	15.27
28	100.00%	15	28	96	2.67
9	100.00%	15	9	10	2.30
16	100.00%	15	16	72	5.04
92	100.00%	15	92	107	2.82
175	99.41%	15	175	207	3.19
460	99.49%	10	453	511	2.76
504	99.36%	10	504	1186	2.62
1281	92.89%	40	1043	2106	29.51
156	100.00%	15	156	416	1.03
261	100.00%	15	261	802	1.02
89	98.15%	5	86	215	2.48
1200	99.23%	15	1196	1276	2.32
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	Currently unreportable
Total Emails Sent	Currently unreportable
McCloud Processes Completed	1998