

Dorset County Pension Fund KPI Report



	Period:	May 2026 - July 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	933	100.00%	30	933	933	1.04
Interfund in Quote	113	98.23%	30	111	499	3.89
Interfund In Actual	83	98.80%	30	82	142	10.89
Interfund Out Quote	89	100.00%	30	89	159	2.77
Interfund Out Actual	63	98.41%	30	62	104	10.84
Transfers in Quote	48	100.00%	15	48	174	4.09
Transfers In Actual	36	94.44%	15	34	37	3.25
Transfer Out Actual	17	100.00%	15	17	51	8.90
Transfer Out Quote	60	100.00%	15	60	78	2.61
Estimates	238	98.74%	15	235	286	4.53
Retirements	460	98.04%	10	451	519	3.01
Retirements Quote	543	100.00%	10	543	1271	3.59
Deferred Benefits	575	97.57%	40	561	850	9.15
Refunds	177	100.00%	15	177	411	1.11
Refunds Quote	274	95.99%	15	263	713	4.11
Deaths (Initial Stage)	88	95.45%	5	84	243	3.27
Correspondence	1587	99.75%	15	1583	1665	2.13
Total	5384	99.05%		5333	7322	

Total Processes for month completed	20658
Total Processes worked on in month	23534
Total Phone Calls taken through Pensions Helpline	1745
McCloud Processes Completed	435

	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 Help	1721
McCloud Processes Completed	7945