

Wiltshire Pension Fund

Benefit Administration Key Performance Indicators

Period 01/10/2016 to 31/12/2016

Type of case	Time to complete						Total	Timescales % on target	Timescales working days
	0 - 5 days	6 - 10 days	11 - 15 days	16 - 20 days	20 - 40 days	40 days +			
Active to Retirement	30	31	30	9	7	4	111	90	20
Deferred in to retirement	88	22	3	2	2	1	118	97	20
Processing of Death cases	78	16	9	3	9	7	122	87	20
Benefit Estimates	91	33	22	12	22	6	186	85	40
Leavers to Deferred status	140	25	26	24	338	134	687	31	40
Transfers in	0	1	1	1	3	4	10	30	40
Transfers out	10	1	0	1	1	1	14	86	30
Interfund Transfers	4	2	2	0	0	16	24	33	40
Pension Sharing Orders	22	7	5	2	8	8	52	69	30
Refund of contributions							0		20
Grand Total	463	138	98	54	390	181	1324		
Percentage	35%	10%	7%	4%	29%	14%			

Notes

Wiltshire working days are an amalgamation of the days per each sub-task associated with the event

Working days from initial set-up of work-flow case.

Currently ignores quote work carried out beforehand.

Refunds currently being configured.