

GAP100 PRowS Statistics Scheme: HV September / 2017 (for three months)

	Received	Completed	Completed On Time	% On time	Average elapsed time	Average completed time
1 Admissions						
01 Admissions	106	60	60	100.00	0	0
01O Opt in	0	0	0	100.00	0	0
Total	106	60	60	100.00		
2 Transfers in						
02A IFA IN (Actual)	4	1	1	100.00	0	0
02E IFA IN (Request)	13	4	4	100.00	5	5
03A Transfer In (Actual)	5	3	3	100.00	3	4
03E Transfer In (Estimate)	2	0	0	100.00	0	0
Total	24	8	8	100.00		
3 Transfers out						
09A IFA Out (Actual)	5	5	5	100.00	3	4
09E IFA Out (estimate)	14	8	8	100.00	3	3
10A Transfer Out (Actual)	1	1	1	100.00	3	4
10E Transfer Out (Estimate)	6	2	2	100.00	2	2
Total	26	16	16	100.00		
4 Estimates - member						
08 Member Estimate	28	19	17	89.47	3	4
Total	28	19	17	89.47		
5 Estimates - employer						
22 Employer Estimate	3	3	1	33.33	5	5
Total	3	3	1	33.33		
6 Retirements						
12 Deferred into payment	20	7	6	85.71	4	4
14 Retirement	20	6	6	100.00	3	3
Total	40	13	12	92.31		
7 Deferred benefits						
11 Deferred Benefits	26	11	11	100.00	2	3
Total	26	11	11	100.00		
8 Refunds						
16 Refund	16	6	6	100.00	2	3
Total	16	6	6	100.00		
9 Deaths						
13 Death in service	1	0	0	100.00	0	0
20 Death on Pension	33	4	4	100.00	4	3
Total	34	4	4	100.00		

10 Correspondence							
24	Member Correspondence	17	13	13	100.00	3	3
24A	Change of address	10	10	10	100.00	1	1
Total		27	23	23	100.00		

Total of top 10 categories (A) 330 **163** 158 **96.93**

Other							
Unallocated case types (C)		22	11	11	100.00		
Total for non-48 case types (=A+C-B)		352	174	169	97.13		
Grand total for all cases (=A+B+C)		352	174	169	97.13		

- Exclusions**
- 04 Additional Contributions
 - 24B Change of bank details
 - 24M Member Self Service request
 - 71D Death Grant Nomination

- Unallocated**
- 07 Change of hours
 - 15 Revisions
 - 17 Opt out
 - 18 GMP's
 - 24E Employer Correspondence
 - 34A Divorce Actual
 - 34E Divorce Estimate
 - 50 Complaint