

GAP100 PRoWS Statistics Scheme: HV April / 2018 (for one months)

	Received	Completed	Completed On Time	% On time	Average elapsed	Average completed
1 Admissions						
01 Admissions	159	124	57	45.96	5	4
01O Opt in	0	0	0	100.00	0	0
Total	159	124	57	45.97		
2 Transfers in						
02A IFA IN (Actual)	1	1	1	100.00	95	96
02E IFA IN (Request)	13	4	2	50.00	70	69
03A Transfer In (Actual)	1	0	0	100.00	0	0
03E Transfer In (Estimate)	12	5	1	20.00	42	46
Total	27	10	4	40.00		
3 Transfers out						
09A IFA Out (Actual)	3	1	0	0.00	15	20
09E IFA Out (estimate)	12	0	0	100.00	0	0
10A Transfer Out (Actual)	2	0	0	100.00	0	0
10E Transfer Out (Estimate)	3	5	1	20.00	14	18
Total	20	6	1	16.67		
4 Estimates - member						
08 Member Estimate	31	8	2	25.00	16	18
Total	31	8	2	25.00		
5 Estimates - employer						
22 Employer Estimate	8	7	4	57.14	11	5
Total	8	7	4	57.14		
6 Retirements						
12 Deferred into payment	9	4	2	50.00	52	22
14 Retirement	22	13	1	7.69	38	25
Total	31	17	3	17.65		
7 Deferred benefits						
11 Deferred Benefits	50	55	39	70.90	44	45
Total	50	55	39	70.91		
8 Refunds						
16 Refund	22	26	13	50.00	34	25
Total	22	26	13	50.00		
9 Deaths						
13 Death in service	1	0	0	100.00	0	0
20 Death on Pension	18	8	3	37.50	25	16

Total	19	8	3	37.50		
10 Correspondence						
24 Member Correspondence	49	29	12	41.37	8	10
24A Change of address	21	26	15	57.69	9	7
Total	70	55	27	49.09		
11 Additional Contributions						
04 Additional Contributions	0	0	0	100.00	0	0
Total	0	0	0	NaN		
12 Divorce						
34A Divorce Actual	0	0	0	100.00	0	0
34E Divorce Estimate	0	2	0	0.00	24	29
Total	0	2	0	0.00		
Total of top 10 categories (A)	437	318	153	48.11		
Other						
Unallocated case types (C)	36	9	5	55.56		
Total for non-48 case types (=A+C-B)	473	325	158	48.62		
Grand total for all cases (=A+B+C)	473	327	158	48.32		

Exclusions

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
24t Pensioner P60/year end request
30L Diary - Leaver with admin
50 Complaint
94 Contact Centre Call Back
98 Post Number Change
98w Post Number Change