

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

	Received	Completed	Completed On Time	% On time	Average elapsed	Average completed
1 Admissions						
01 Admissions	81	11	9	81.81	7	4
01O Opt in	0	0	0	100.00	0	0
Total	81	11	9	81.82		
2 Transfers in						
02A IFA IN (Actual)	1	0	0	100.00	0	0
02E IFA IN (Request)	16	7	3	42.85	71	72
03A Transfer In (Actual)	1	1	0	0.00	48	60
03E Transfer In (Estimate)	6	1	1	100.00	0	0
Total	24	9	4	44.44		
3 Transfers out						
09A IFA Out (Actual)	0	0	0	100.00	0	0
09E IFA Out (estimate)	3	2	0	0.00	100	73
10A Transfer Out (Actual)	1	1	1	100.00	12	15
10E Transfer Out (Estimate)	6	6	3	50.00	44	52
Total	10	9	4	44.44		
4 Estimates - member						
08 Member Estimate	33	33	8	24.24	24	25
Total	33	33	8	24.24		
5 Estimates - employer						
22 Employer Estimate	8	6	3	50.00	12	15
Total	8	6	3	50.00		
6 Retirements						
12 Deferred into payment	12	11	7	63.63	77	32
14 Retirement	29	26	9	34.61	45	31
Total	41	37	16	43.24		
7 Deferred benefits						
11 Deferred Benefits	70	44	37	84.09	38	34
Total	70	44	37	84.09		
8 Refunds						
16 Refund	39	17	9	52.94	25	23
Total	39	17	9	52.94		
9 Deaths						
13 Death in service	0	0	0	100.00	0	0
20 Death on Pension	24	12	2	16.66	61	30

Total	24	12	2	16.67		
10 Correspondence						
24 Member Correspondence	27	38	8	21.05	35	39
24A Change of address	52	47	39	82.97	11	6
Total	79	85	47	55.29		
11 Additional Contributions						
04 Additional Contributions	1	0	0	100.00	0	0
Total	1	0	0	NaN		
12 Divorce						
34A Divorce Actual	0	0	0	100.00	0	0
34E Divorce Estimate	3	3	1	33.33	31	33
Total	3	3	1	33.33		
Total of top 10 categories (A)	413	266	140	52.63		
Other						
Unallocated case types (C)	20	40	7	17.50		
Total for non-48 case types (=A+C-B)	429	303	146	48.18		
Grand total for all cases (=A+B+C)	433	306	147	48.04		

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