

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

	Received	Completed	Completed On Time	% On time	Average elapsed	Average completed
<b>1 Admissions</b>						
01 Admissions	67	78	77	98.71	27	11
01O Opt in	0	0	0	100.00	0	0
<b>Total</b>	<b>67</b>	<b>78</b>	<b>77</b>	<b>98.72</b>		
<b>2 Transfers in</b>						
02A IFA IN (Actual)	2	1	1	100.00	0	0
02E IFA IN (Request)	16	5	0	0.00	94	90
03A Transfer In (Actual)	0	1	0	0.00	35	43
03E Transfer In (Estimate)	2	9	2	22.22	68	58
<b>Total</b>	<b>20</b>	<b>16</b>	<b>3</b>	<b>18.75</b>		
<b>3 Transfers out</b>						
09A IFA Out (Actual)	4	4	0	0.00	38	33
09E IFA Out (estimate)	4	19	2	10.52	48	59
10A Transfer Out (Actual)	1	1	0	0.00	32	39
10E Transfer Out (Estimate)	3	7	2	28.57	32	34
<b>Total</b>	<b>12</b>	<b>31</b>	<b>4</b>	<b>12.90</b>		
<b>4 Estimates - member</b>						
08 Member Estimate	39	62	20	32.25	20	23
<b>Total</b>	<b>39</b>	<b>62</b>	<b>20</b>	<b>32.26</b>		
<b>5 Estimates - employer</b>						
22 Employer Estimate	11	7	4	57.14	21	17
<b>Total</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>57.14</b>		
<b>6 Retirements</b>						
12 Deferred into payment	13	22	8	36.36	62	31
14 Retirement	18	45	23	51.11	47	30
<b>Total</b>	<b>31</b>	<b>67</b>	<b>31</b>	<b>46.27</b>		
<b>7 Deferred benefits</b>						
11 Deferred Benefits	54	39	11	28.20	60	52
<b>Total</b>	<b>54</b>	<b>39</b>	<b>11</b>	<b>28.21</b>		
<b>8 Refunds</b>						
16 Refund	30	15	1	6.66	52	46
<b>Total</b>	<b>30</b>	<b>15</b>	<b>1</b>	<b>6.67</b>		
<b>9 Deaths</b>						
13 Death in service	1	1	0	0.00	53	51
20 Death on Pension	18	22	6	27.27	66	44

<b>Total</b>	19	<b>23</b>	6	<b>26.09</b>		
<b>10 Correspondence</b>						
24 Member Correspondence	27	<b>75</b>	16	<b>21.33</b>	41	41
24A Change of address	46	<b>53</b>	48	<b>90.56</b>	9	4
<b>Total</b>	<b>73</b>	<b>128</b>	<b>64</b>	<b>50.00</b>		
<b>11 Additional Contributions</b>						
04 Additional Contributions	1	<b>1</b>	0	<b>0.00</b>	56	71
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0.00</b>		
<b>12 Divorce</b>						
34A Divorce Actual	1	<b>0</b>	0	<b>100.00</b>	0	0
34E Divorce Estimate	1	<b>3</b>	1	<b>33.33</b>	23	19
<b>Total</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>33.33</b>		
<b>Total of top 10 categories (A)</b>	<b>359</b>	<b>470</b>	<b>222</b>	<b>47.23</b>		
<b>Other</b>						
Unallocated case types (C)	1388	<b>23</b>	11	<b>47.83</b>		
Total for non-48 case types (=A+C-B)	1744	<b>489</b>	232	<b>47.44</b>		
<b>Grand total for all cases (=A+B+C)</b>	<b>1747</b>	<b>493</b>	<b>233</b>	<b>47.26</b>		

#### 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  
24H EOY queries  
24t Pensioner P60/year end request  
30H End of Year Query - Havering  
30L Diary - Leaver with admin  
48H Havering EOY queries  
50 Complaint  
94 Contact Centre Call Back  
98 Post Number Change  
98w Post Number Change