

Annex 1

Category	Outstanding at Period Start	Created in Period	Total Cases	Complete at End of Period	Outstanding at End of Period	% Complete	Outstanding (Excluding Reply Due)	Outstanding (Reply Due)
Grand Total	1,600	8,227	9,827	7,539	2,288	78.2%	1,884	404
A1: Deaths recorded of active, deferred, pensioner and dependent members	11	191	202	194	8	96.0%	4	4
A2: Death processed of active, deferred, pensioner members	15	206	221	193	28	87.3%	7	21
A3: Deferred member retirements	117	851	968	837	131	86.5%	61	70
A4: Active member retirements	70	422	492	404	88	82.1%	43	45
A5: Leavers	663	1,704	2,367	1,124	1,243	47.5%	1,145	98
A6: Interfund IN (Actual)	23	101	124	100	24	80.6%	10	14
A6: Interfunds in (Quote)	13	102	115	94	21	81.7%	9	12
A7: Interfund Out (Actual)	23	98	121	90	31	74.4%	14	17
A7: Interfund Out (Quote)	18	150	168	154	14	91.7%	4	10
A8: Refunds	5	189	194	189	5	97.4%	3	2
A9: Divorce quotations issued	1	80	81	74	7	91.4%	5	2
A10: Actual divorce cases	6	0	6	0	6	0.0%	2	4
A11: Member estimates requested either by scheme member and employer	7	142	149	125	24	83.9%	17	7
A12: New joiner notifications	234	849	1,083	1,046	37	96.6%	37	0
A13: Aggregation cases	34	401	435	338	97	77.7%	77	20
A14: Transfers in Actual	3	15	18	15	3	83.3%	1	2
A14: Transfers in Quote	2	31	33	27	6	81.8%	5	1
A15: Transfers out Actual	4	18	22	18	4	81.8%	1	3
A15: Transfers out Quotation	9	131	140	128	12	91.4%	3	9
A16: Additional Pension Contributions (APC)	0	37	37	34	3	91.9%	2	1
A17: Trivial Commutation	6	18	24	20	4	83.3%	2	2
A18: Concurrent merges	96	102	198	116	82	58.6%	69	13
A19: AVC administration	26	17	43	21	22	48.8%	5	17
A20: Member Enquiries	82	1,943	2,025	1,779	246	87.9%	230	16
A21: Member Updates	6	277	283	265	18	93.6%	18	0
A22: Information Requests	126	152	278	154	124	55.4%	110	14