

Category	Outstanding at Period Start	Created in Period	Total Cases	Complete at End of Period	Outstanding at End of Period	% Complete	Cases Per FTE	Outstanding (Excluding External Reply Due)	Outstanding (External Reply Due)
Grand Total	3,393	7,101	10,494	7,194	3,300	79.7%		1,509	274
A1: Deaths recorded of active, deferred, pensioner and dependent members	10	145	155	142	13	91.6%		10	3
A2: Death processed of active, deferred, pensioner members	48	192	240	217	23	90.4%		9	14
A3: Deferred member retirements	119	735	854	753	101	88.2%		44	57
A4: Active member retirements	59	155	214	159	55	74.3%		24	31
A5: Leavers	2,388	1,487	3,875	1,557	2,318	40.2%		751	50
A6: Interfund IN (Actual)	38	148	186	162	24	87.1%		4	20
A6: Interfunds in (Quote)	31	104	135	117	18	86.7%		6	12
A7: Interfund Out (Actual)	32	99	131	104	27	79.4%		10	17
A7: Interfund Out (Quote)	8	54	62	47	15	75.8%		6	9
A8: Refunds	21	253	274	259	15	94.5%		13	2
A9: Divorce quotations issued	7	43	50	49	1	98.0%		1	0
A10: Actual divorce cases	6	2	8	2	6	25.0%		2	4
A11: Member estimates requested either by scheme member and employer	9	120	129	119	10	92.2%		7	3
A12: New joiner notifications	90	1,889	1,979	1,745	234	88.2%		234	0
A13: Aggregation cases	171	78	249	144	105	57.8%		91	14
A14: Transfers in Actual	3	15	18	15	3	83.3%		2	1
A14: Transfers in Quote	7	23	30	27	3	90.0%		2	1
A15: Transfers out Quotation	26	148	174	165	9	94.8%		1	8
A16: Additional Pension Contributions (APC)	9	24	33	33	0	100.0%		0	0
A17: Trivial Commutation	4	18	22	16	6	72.7%		3	3
A18: Concurrent merges	106	148	254	99	155	39.0%		138	17
A20: Member Enquiries	83	719	802	752	50	93.8%		47	3
A21: Member Updates	14	241	255	250	5	98.0%		2	3
A22: Information Requests	104	261	365	261	104	71.5%		102	2