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## Appendix 1: Performance Indicators

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Performance to 30 June 2021

Category	Performance Indicator	Cases in Quarter	Performance in Quarter	Cases in Year to Date	Performance in Year to Date
Retirements – Disclosure	Within two months of retirement provide a statement containing retirement benefit information.	227	80.18%	227	80.18%
Retirements – in Fund’s control	Within 10 days of receiving all required information provide a statement containing retirement benefit information.	227	97.79%	227	97.79%
Deferments - Disclosure	Within two months of being notified of a leaver, provide that member information as to the rights and options available.	237	99.50%	237	99.50%
Telephone Helpline	Calls from Scheme Members answered first time	3,405	98.00%	3,405	98.00%

Category	Performance Indicator	Total Registrations to date	Total Online Calculations Completed by Scheme Members	Total Changes Transacted Online by Scheme Members	Secure messages sent by Scheme Members Online
Online Portal	Total Registrations, and Activity through Pensions Online portal ( <a href="https://pensionsonline.durham.gov.uk/">https://pensionsonline.durham.gov.uk/</a> )	13,934	10,619	7,518	1,116