
Appendix 1: Performance Indicators

Performance to 31 December 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.	204	91.18%	689	86.65%
Retirements – in Fund’s control	Within 10 days of receiving all required information provide a statement containing retirement benefit information.	204	100%	689	98.84%
Deferments - Disclosure	Within one month of being notified of a leaver, provide that member information as to the rights and options available.	531	79.66%	1091	86.05%
Telephone Helpline	Calls from Scheme Members answered first time	2,329	98.67%	8,765	98.44%

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 (https://pensionsonline.durham.gov.uk/)	14,762	14,960	9,596	1,622