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## Appendix 1: Performance Indicators

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Performance to 31 December 2021

<b>Category</b>	<b>Performance Indicator</b>	<b>Cases in Quarter</b>	<b>Performance in Quarter</b>	<b>Cases in Year to Date</b>	<b>Performance in Year to Date</b>
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%

<b>Category</b>	<b>Performance Indicator</b>	<b>Total Registrations to date</b>	<b>Total Online Calculations Completed by Scheme Members</b>	<b>Total Changes Transacted Online by Scheme Members</b>	<b>Secure messages sent by Scheme Members Online</b>
Online Portal	Total Registrations, and Activity through Pensions Online portal ( <a href="https://pensionsonline.durham.gov.uk/">https://pensionsonline.durham.gov.uk/</a> )	14,762	14,960	9,596	1,622