
Appendix 1: Performance Indicators

Performance to 31 March 2022

Category	Performance Indicator	Cases in Quarter	Performance in Quarter	Total Cases in 2021-2022	Performance in 2021-2022
Retirements – Disclosure	Within two months of retirement provide a statement containing retirement benefit information.	175	87.43%	1,068	86.65%
Retirements – in Fund’s control	Within 10 days of receiving all required information provide a statement containing retirement benefit information.	175	98.29%	1,068	98.99%
Deferments - Disclosure	Within one month of being notified of a leaver, provide that member information as to the rights and options available.	371	98.65%	1,993	86.70%
Telephone Helpline	Calls from Scheme Members answered first time	1504	98.50%	9,206	98.47%

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/)	15,995	18,733	11,061	1,898