

## Appendix I

**Tasks completed in key administration areas**  
**Workload summary**

<b>Case Type</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>6 months to September 2019</b>
Benefit calculation	1766	2238	2008	2591	1357
Correspondence	4719	5370	5339	5789	2395
Divorce case	385	381	329	398	182
Estimate calculation	2810	3145	3025	3681	2149
Deferred benefit	993*	1357*	1720*	3914	4709**
Transfer/Interfunds in	204	286	422	432	198
Transfer/Interfunds out	651	644	859	788	505
Dependants	377	410	578	529	243
<b>Total</b>	<b>11,905</b>	<b>13,831</b>	<b>14,280</b>	<b>18,122</b>	<b>11,738</b>

\*These represent the number of leavers that have been identified as deferred benefits and have been processed. It does not include members who have left the scheme where we have still to process the leaver

\*\*this figure includes cases processed by external companies