

KPI Performance: Oct - Dec 2024

Case Type	Performance standard	Tolerable performance	A % completed within SLA	B Case opening balance	C New cases received	D Cases completed	F Closing balance	E Terminated Cases	G Future Workload (days)
DEATH NOTIFICATION (tPR)	5 working days	90%	99%	2	239	240	1	11	0
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	95%	18	86	85	18	9	13
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	91%	26	62	70	17	3	15
BALANCE OF PAYMENTS (tPR)	10 working days	90%	96%	44	179	174	44	19	15
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	95%	130	507	525	104	53	12
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	100%	1	13	13	1	-	5
REFUNDS (tPR)	20 working days	80%	99%	83	1,018	855	240	265	17
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	98%	166	462	569	52	120	5
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	100%	2	13	14	0	1	0
DEFERRED STATUS	40 working days	80%	96%	519	1,174	963	687	165	43
EMPLOYER ESTIMATE	10 working days	80%	96%	13	42	48	6	3	8
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	95%	159	428	387	176	138	27
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	100%	6	21	19	10	11	32
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	100%	64	268	258	64	66	15
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	100%	23	74	71	24	14	20
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	93%	262	594	652	186	63	17
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	89%	16	31	35	16	1	27
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	96%	76	226	209	78	45	22
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	100%	3	11	10	4	2	24
NEW STARTER	30 working days	80%			466	466			
TOTAL CASE NUMBERS			97%	1,613	5,914	5,663	1,728	989	

Summary

First full quarter of new team structure

Performance is exceeding or meeting expected levels across the board

Online retirements were implemented at the end of November, with 60 quotations, and 16 pensions put into payment up to the end of the quarter

Future workload shows the impact of quicker case completion

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