Performance Trend Analysis

	KPI Performance Comparison				Future Workload Time Comparison			
	2023/24	2024/25			2023/24	2024/25		
Case Type	Q4 % completed within SLA	Q1% completed within SLA	Q2 % completed within SLA	Q3 % completed within SLA	Q4 Future Workload	Q1 Future Workload	Q2 Future Workload	Q3 Future Workload
DEATH NOTIFICATION (tPR)	98%	97%	99%	99%	1 day	1 day	1 day	1 day
SURVIVOR'S PENSIONS (tPR)	85%	68%	82%	95%	10 days	14 days	14 days	13 days
DEATH BENEFITS PAYABLE (tPR)	72%	58%	76%	91%	30 days	29 days	28 days	15 days
BALANCE OF PAYMENTS (tPR)	88%	73%	77%	96%	18 days	23 days	11 days	15 days
RETIREMENT (COMPLETE) (tPR)	85%	66%	85%	95%	25 days	48 days	11 days	12 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	92%	80%	88%	100%	days	36 days	4 days	5 days
REFUNDS (tPR)	99%	100%	100%	99%	6 days	19 days	5 days	17 days
RETIREMENT (INITIAL NOTIFICATION)	91%	74%	85%	98%	30 days	40 days	14 days	5 days
ILL HEALTH RETIREMENT (INITIAL)	67%	92%	94%	100%	33 days	28 days	7 days	1 day
DEFERRED STATUS	90%	95%	97%	96%	21 days	25 days	57 days	43 days
EMPLOYER ESTIMATE	72%	66%	96%	96%	23 days	12 days	15 days	8 days
LGPS TRANSFER IN (ESTIMATE)	93%	95%	96%	95%	18 days	23 days	30 days	27 days
NON-LGPS TRANSFER IN (ESTIMATE)	100%	100%	95%	100%	30 days	48 days	18 days	32 days
LGPS TRANSFER OUT (ESTIMATE)	99%	95%	97%	100%	14 days	9 days	20 days	15 days
NON-LGPS TRANSFER OUT (ESTIMATE)	96%	100%	100%	100%	17 days	15 days	29 days	20 days
LGPS TRANSFER IN (ACTUAL)	83%	90%	92%	93%	33 days	19 days	36 days	17 days
NON-LGPS TRANSFER IN (ACTUAL)	100%	87%	91%	89%	30 days	34 days	29 days	27 days
LGPS TRANSFER OUT (ACTUAL)	90%	92%	98%	96%	30 days	16 days	28 days	22 days
NON-LGPS TRANSFER OUT (ACTUAL)	77%	95%	100%	100%	11 days	21 days	9 days	24 days
Average Score	88%	85%	92%	97%				

KPI Table Key

% Completed within SLA	A	Percentage of cases completed in period within SLA.
Case Opening Balance	B	Total cases open at the start of the period (this may vary from the previous month closing balance due to terminated cases).
New cases received	C	Total cases received in reporting period (including terminated). Not all cases are due for completion within period.
Cases completed	D	The total cases completed during period (excluding terminated cases)
Terminated Cases	E	Cases terminated in period due to duplication or set up incorrectly
Closing Balance	F	Cases remaining from period less terminated cases
Future Workload	G	Total number of estimated days to process closing balance cases (F/D*60 working days)
Assumed tolerance of performance SLA		Green = tolerable performance measure met Amber = within 10% of tolerable performance measure Red = more than 10% of tolerable performance measure
Future workload tolerance		Green = less than 1 times the performance standard Amber = within 1 - 2 times more than the performance standard Red = more than 2 times the performance standard