

Service Delivery – Terminated Case Overview – Annexe 3

Terminated Case Overview

This is a summary of where cases have been closed (not completed) during this quarter. The below tables includes categories where 50 or more case types have been terminated in this period.

Case Type	Case Numbers
Refunds	265
Deferred Status	165
LGPS Transfer In (Estimate)	138
Retirement (Initial Notification)	120
Concurrent Service	72
LGPS Transfer Out (Estimate)	66
LGPS Transfer In (Actual)	63
Retirement Complete	53

*Numbers are affected by the continuation of the legacy project during this period.

The information below provides further information as to the common causes for why cases are terminated.

Categorisation change on review

Most commonly due to the member requiring an aggregation, concurrent or a transfer (or vice versa) rather than initial set-up as Deferred or Refund.

This is the same for concurrent cases, whereby the record may actually require deferring or a transfer.

Categorisation change on transition from estimate to actual

Most common cause is due to the receipt of correspondence from a member or employer and, is then set up in the system as an estimate, whereby it is actually ready to be processed as an actual (or vice versa).

Other causes are whereby a member has returned their forms to the incorrect authority. The case is then closed, and the member is notified.

Categorisation change on requirement for processing

Noted as Retirement Notifications – most commonly due to the member actually requiring an estimate at this stage.

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