

Q4 Performance Trend Analysis

Case Type	KPI Performance Comparison				Future Workload Time Comparison			
	2024/25				2024/25			
	Q1% completed within SLA	Q2 % completed within SLA	Q3 % completed within SLA	Q4 % completed within SLA	Q1 Future Workload	Q2 Future Workload	Q3 Future Workload	Q4 Future Workload
DEATH NOTIFICATION (tPR)	97%	99%	99%	100%	1 day	1 day	1 day	2 days
SURVIVOR'S PENSIONS (tPR)	68%	82%	95%	90%	14 days	14 days	13 days	11 days
DEATH BENEFITS PAYABLE (tPR)	58%	76%	91%	90%	29 days	28 days	15 days	20 days
BALANCE OF PAYMENTS (tPR)	73%	77%	96%	92%	23 days	11 days	15 days	6 days
RETIREMENT (COMPLETE) (tPR)	66%	85%	95%	90%	48 days	11 days	12 days	36 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	80%	88%	100%	100%	36 days	4 days	5 days	1 day
REFUNDS (tPR)	100%	100%	99%	100%	19 days	5 days	17 days	4 days
RETIREMENT (INITIAL NOTIFICATION)	74%	85%	98%	99%	40 days	14 days	5 days	7 days
ILL HEALTH RETIREMENT (INITIAL)	92%	94%	100%	89%	28 days	7 days	1 day	11 days
DEFERRED STATUS	95%	97%	96%	93%	25 days	57 days	43 days	36 days
EMPLOYER ESTIMATE	66%	96%	96%	96%	12 days	15 days	8 days	5 days
LGPS TRANSFER IN (ESTIMATE)	95%	96%	95%	96%	23 days	30 days	27 days	18 days
NON-LGPS TRANSFER IN (ESTIMATE)	100%	95%	100%	95%	48 days	18 days	32 days	15 days
LGPS TRANSFER OUT (ESTIMATE)	95%	97%	100%	100%	9 days	20 days	15 days	18 days
NON-LGPS TRANSFER OUT (ESTIMATE)	100%	100%	100%	100%	15 days	29 days	20 days	13 days
LGPS TRANSFER IN (ACTUAL)	90%	92%	93%	94%	19 days	36 days	17 days	28 days
NON-LGPS TRANSFER IN (ACTUAL)	87%	91%	89%	90%	34 days	29 days	27 days	5 days
LGPS TRANSFER OUT (ACTUAL)	92%	98%	96%	95%	16 days	28 days	22 days	17 days
NON-LGPS TRANSFER OUT (ACTUAL)	95%	100%	100%	100%	21 days	9 days	24 days	20 days
Average Score	85%	92%	97%	95%				

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