Oct - Dec 2022

			A	B	C	D	E	F	G
Case Type	Performance standard	Tolerable performance	**% completed within SLA**	Case opening balance	New cases received	Cases completed	Terminated Cases (Calculated)	Closing balance	Future Workload (days)
DEATH NOTIFICATION (tPR)	5 working days	90%	**93%**	27	210	212	12	13	**4 days**
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	**78%**	18	94	70	19	23	**20 days**
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	**79%**	30	66	62	17	17	**16 days**
BALANCE OF PAYMENTS (tPR)	10 working days	90%	**88%**	29	203	172	6	54	**19 days**
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	**89%**	280	488	445	47	276	**37 days**
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	**83%**	2	5	6	-	1	**10 days**
REFUNDS (tPR)	20 working days	80%	**93%**	492	1,201	1,198	245	250	**13 days**
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	**86%**	219	743	631	90	241	**23 dys**
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	**95%**	11	26	13	9	15	**69 days**
DEFERRED STATUS	2 months	80%	**86%**	3,929	1,470	997	383	4,019	**11 months**
EMPLOYER ESTIMATE	10 working days	80%	**68%**	14	73	59	12	16	**16 days**
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	**84%**	587	687	367	218	689	**113 days**
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	**68%**	169	42	31	32	148	**286 days**
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	**99%**	79	407	168	105	213	**76 days**
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	**83%**	90	74	55	27	82	**89 days**
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	**76%**	507	654	482	114	565	**70 days**
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	**65%**	46	38	31	11	42	**81 days**
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	**75%**	68	150	88	19	111	**76 days**
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	**29%**	19	20	13	8	18	**83 days**
NEW STARTER	30 working days	80%				3426			
TOTAL OPEN CASES			**80%**	6,616	6,651	8,526	1,374	6,793	

Summary

Q3 performance had an overall SLA average of 80% for all work areas and 86% for tPR cases.

Performance dipped due to a combination of reasons: staff resources as a result of sickness, annual leave commitments and the Christmas period

Future Benefits Team developing staff knowledge in Transfers after resignation of experienced team member

Transfer cases increased within period following targetted work in CRT to remove the Transfer email backlog

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