

Q4: Jan - Mar 2023

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%	89%	42	298	295	6	46	1
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	79%	23	111	92	15	33	10
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	91%	17	84	68	27	4	24
BALANCE OF PAYMENTS (tPR)	10 working days	90%	94%	54	324	297	69	1	14
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	91%	266	456	399	264	51	40
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	100%	1	20	15	6	-	24
REFUNDS (tPR)	20 working days	80%	98%	239	1,046	1,066	132	213	7
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	85%	237	838	612	343	239	34
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	75%	15	18	18	7	5	23
DEFERRED STATUS	2 months	80%	88%	4,003	1,430	1,209	3,888	522	193
EMPLOYER ESTIMATE	10 working days	80%	89%	16	84	68	18	21	16
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	85%	667	522	425	573	285	81
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	97%	146	39	38	136	25	215
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	93%	200	300	314	126	97	24
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	90%	80	67	66	68	28	62
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	85%	420	785	531	528	95	60
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	92%	42	52	36	54	8	90
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	84%	108	250	186	111	33	36
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	83%	17	20	19	13	16	41
NEW STARTER	30 working days	80%			1577	1577			
TOTAL OPEN CASES			89%	6,593	8,321	7,331	6,384	1,722	

Summary

Overall performance at 89% and 92% for tPR cases, an increase of 9% and 6% respectively.

Targets not met for 2 areas due to this team area carrying a vacancy. Posiiton has been filled and start date is in July 2023.

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