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.

Performance 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 (F = B+C-D-E)
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

Performance Trend Analysis

Case Type	KPI Performance Comparison				Future Workload Time Comparison			
	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)	98%	82%	93%	89%	8 days	6 days	4 days	1 day
SURVIVOR'S PENSIONS (tPR)	91%	90%	78%	79%	8 days	18 days	20 days	10 days
DEATH BENEFITS PAYABLE (tPR)	92%	86%	79%	91%	15 days	16 days	16 days	24 days
BALANCE OF PAYMENTS (tPR)	94%	93%	88%	94%	8 days	9 days	19 days	14 days
RETIREMENT (COMPLETE) (tPR)	90%	76%	89%	91%	44 days	36 days	37 days	40 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	100%	70%	83%	100%	7 days	13 days	10 days	24 days
REFUNDS (tPR)	95%	97%	93%	98%	12 days	31 days	13 days	7 days
RETIREMENT (INITIAL NOTIFICATION)	94%	87%	86%	85%	25 days	20 days	23 days	33 days
ILL HEALTH RETIREMENT (INITIAL)	100%	86%	95%	75%	53 days	39 days	69 days	23 days
DEFERRED STATUS	89%	89%	86%	88%	9 months	11 months	11 months	10 months
EMPLOYER ESTIMATE	89%	78%	68%	89%	45 days	12 days	16 days	16 days
LGPS TRANSFER IN (ESTIMATE)	83%	92%	84%	85%	56 days	70 days	113 days	81 days
NON-LGPS TRANSFER IN (ESTIMATE)	71%	73%	68%	97%	280 days	234 days	286 days	215 days
LGPS TRANSFER OUT (ESTIMATE)	87%	94%	99%	93%	32 days	20 days	76 days	24 days
NON-LGPS TRANSFER OUT (ESTIMATE)	91%	86%	83%	90%	82 days	77 days	89 days	62 days
LGPS TRANSFER IN (ACTUAL)	75%	80%	76%	85%	52 days	48 days	70 days	60 days
NON-LGPS TRANSFER IN (ACTUAL)	87%	84%	65%	92%	70 days	66 days	81 days	60 days
LGPS TRANSFER OUT (ACTUAL)	88%	90%	75%	84%	26 days	33 days	76 days	36 days
NON-LGPS TRANSFER OUT (ACTUAL)	86%	93%	29%	83%	72 days	88 days	88 days	41 days
Average Score	89%	86%	80%	89%				

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.

KPI Category	Case Numbers
Deferred Status	522
LGPS Transfer In (Estimate)	285
Refunds	213
LGPS Transfer Out (Estimate)	97
LGPS Transfer In (Actual)	95
Concurrent Service	90
Retirement (Initial Notification)	67

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.