

## 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.

<b>Case Type</b>	<b>Case Numbers</b>
Deferred Status	275
Refunds	227
LGPS Transfer In (Estimate)	226
Retirement (Initial Notification)	164
LGPS Transfer In (Actual)	132
Retirement Complete	63
LGPS Transfer Out (Estimate)	52

\*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.

<b>Categorisation change on review</b>	<p>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.</p> <p>This is the same for concurrent cases, whereby the record may actually require deferring or a transfer.</p>
<b>Categorisation change on transition from estimate to actual</b>	<p>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).</p> <p>Other causes are whereby a member has returned their forms to the incorrect authority. The case is then closed, and the member is notified.</p>
<b>Categorisation change on requirement for processing</b>	<p>Noted as Retirement Notifications – most commonly due to the member actually requiring an estimate at this stage.</p>

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