

Performance Trend Analysis

Case Type	KPI Performance Comparison				Future Workload Time Comparison			
	2023/24		2024/25		2023/24		2024/25	
	Q2 % completed within SLA	Q3 % completed within SLA	Q4 % completed within SLA	Q1 % completed within SLA	Q2 Future Workload	Q3 Future Workload	Q4 Future Workload	Q1 Future Workload
DEATH NOTIFICATION (tPR)	78%	84%	98%	97%	1 day	1 day	1 day	1 day
SURVIVOR'S PENSIONS (tPR)	75%	82%	85%	68%	10 days	6 days	10 days	14 days
DEATH BENEFITS PAYABLE (tPR)	79%	79%	72%	58%	24 days	24 days	30 days	29 days
BALANCE OF PAYMENTS (tPR)	88%	86%	88%	73%	14 days	19 days	18 days	23 days
RETIREMENT (COMPLETE) (tPR)	74%	76%	85%	66%	40 days	29 days	25 days	48 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	43%	75%	92%	80%	24 days	15 days	0 days	36 days
REFUNDS (tPR)	98%	99%	99%	100%	7 days	9 days	6 days	19 days
RETIREMENT (INITIAL NOTIFICATION)	77%	92%	91%	74%	33 days	18 days	30 days	40 days
ILL HEALTH RETIREMENT (INITIAL)	60%	76%	67%	92%	23 days	26 days	33 days	28 days
DEFERRED STATUS	64%	93%	90%	95%	10 months	41 days	21 days	25 days
EMPLOYER ESTIMATE	51%	65%	72%	66%	16 days	7 days	23 days	12 days
LGPS TRANSFER IN (ESTIMATE)	89%	97%	93%	95%	81 days	19 days	18 days	23 days
NON-LGPS TRANSFER IN (ESTIMATE)	100%	100%	100%	100%	215 days	26 days	30 days	48 days
LGPS TRANSFER OUT (ESTIMATE)	93%	98%	99%	95%	24 days	15 days	14 days	9 days
NON-LGPS TRANSFER OUT (ESTIMATE)	100%	98%	96%	100%	62 days	24 days	17 days	15 days
LGPS TRANSFER IN (ACTUAL)	85%	94%	83%	90%	60 days	23 days	33 days	19 days
NON-LGPS TRANSFER IN (ACTUAL)	84%	97%	100%	87%	60 days	38 days	30 days	34 days
LGPS TRANSFER OUT (ACTUAL)	78%	91%	90%	92%	36 days	41 days	30 days	16 days
NON-LGPS TRANSFER OUT (ACTUAL)	100%	90%	77%	95%	41 days	32 days	11 days	21 days
Average Score	80%	88%	88%	85%				

## KPI Table Key

<b>% Completed within SLA</b>	<b>A</b>	Percentage of cases completed in period within SLA.
<b>Case Opening Balance</b>	<b>B</b>	Total cases open at the start of the period (this may vary from the previous month closing balance due to terminated cases).
<b>New cases received</b>	<b>C</b>	Total cases received in reporting period (including terminated). Not all cases are due for completion within period.
<b>Cases completed</b>	<b>D</b>	The total cases completed during period (excluding terminated cases)
<b>Terminated Cases</b>	<b>E</b>	Cases terminated in period due to duplication or set up incorrectly
<b>Closing Balance</b>	<b>F</b>	Cases remaining from period less terminated cases
<b>Future Workload</b>	<b>G</b>	Total number of estimated days to process closing balance cases (F/D*60 working days)
<b>Assumed tolerance of performance SLA</b>		Green = tolerable performance measure met Amber = within 10% of tolerable performance measure Red = more than 10% of tolerable performance measure
<b>Future workload tolerance</b>		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