

KPI Performance: Jul - Sep 2024

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%	99%	2	212	212	2	2	1
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	82%	18	74	76	18	8	14
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	76%	32	48	55	26	7	28
BALANCE OF PAYMENTS (tPR)	10 working days	90%	77%	78	182	230	44	11	11
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	85%	308	597	686	130	147	11
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	88%	3	15	17	1	2	4
REFUNDS (tPR)	20 working days	80%	100%	211	952	1,039	83	247	5
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	85%	433	666	733	166	318	14
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	94%	6	15	17	2	2	7
DEFERRED STATUS	40 working days	80%	97%	249	829	548	519	113	57
EMPLOYER ESTIMATE	10 working days	80%	96%	10	57	53	13	9	15
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	96%	121	360	315	159	85	30
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	95%	8	18	20	6	9	18
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	97%	35	222	191	64	53	20
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	100%	15	60	48	23	11	29
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	92%	187	524	436	262	81	36
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	91%	13	36	33	16	3	29
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	98%	58	189	161	76	22	28
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	100%	7	17	21	3	2	9
NEW STARTER	30 working days	80%			793	793			
TOTAL CASE NUMBERS			92%	1,794	5,866	5,684	1,613	1,132	

Summary

New team structure implemented from July 2024

Period is a mix of recovery and new process improvements

Prioritisation for ill health cases now implemented.

Survivors and death benefits have further improvement work to be implemented for Q3.

Performance for September, as an individual month, was at or above target

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