

Performance Trend Analysis

| Case Type | KPI Performance Comparison | | | | Future Workload Time Comparison | | | |
|--|----------------------------|---------------------------|--------------------------|---------------------------|---------------------------------|--------------------|--------------------|--------------------|
| | 2023/24 | | 2024/25 | | 2023/24 | | 2024/25 | |
| | Q3 % completed within SLA | Q4 % completed within SLA | Q1% completed within SLA | Q2 % completed within SLA | Q3 Future Workload | Q4 Future Workload | Q1 Future Workload | Q2 Future Workload |
| DEATH NOTIFICATION (tPR) | 84% | 98% | 97% | 99% | 1 day | 1 day | 1 day | 1 day |
| SURVIVOR'S PENSIONS (tPR) | 82% | 85% | 68% | 82% | 6 days | 10 days | 14 days | 14 days |
| DEATH BENEFITS PAYABLE (tPR) | 79% | 72% | 58% | 76% | 24 days | 30 days | 29 days | 28 days |
| BALANCE OF PAYMENTS (tPR) | 86% | 88% | 73% | 77% | 19 days | 18 days | 23 days | 11 days |
| RETIREMENT (COMPLETE) (tPR) | 76% | 85% | 66% | 85% | 29 days | 25 days | 48 days | 11 days |
| ILL HEALTH RETIREMENT (COMPLETE) (tPR) | 75% | 92% | 80% | 88% | 15 days | days | 36 days | 4 days |
| REFUNDS (tPR) | 99% | 99% | 100% | 100% | 9 days | 6 days | 19 days | 5 days |
| RETIREMENT (INITIAL NOTIFICATION) | 92% | 91% | 74% | 85% | 18 days | 30 days | 40 days | 14 days |
| ILL HEALTH RETIREMENT (INITIAL) | 76% | 67% | 92% | 94% | 26 days | 33 days | 28 days | 7 days |
| DEFERRED STATUS | 93% | 90% | 95% | 97% | 41 days | 21 days | 25 days | 57 days |
| EMPLOYER ESTIMATE | 65% | 72% | 66% | 96% | 7 days | 23 days | 12 days | 15 days |
| LGPS TRANSFER IN (ESTIMATE) | 97% | 93% | 95% | 96% | 19 days | 18 days | 23 days | 30 days |
| NON-LGPS TRANSFER IN (ESTIMATE) | 100% | 100% | 100% | 95% | 26 days | 30 days | 48 days | 18 days |
| LGPS TRANSFER OUT (ESTIMATE) | 98% | 99% | 95% | 97% | 15 days | 14 days | 9 days | 20 days |
| NON-LGPS TRANSFER OUT (ESTIMATE) | 98% | 96% | 100% | 100% | 24 days | 17 days | 15 days | 29 days |
| LGPS TRANSFER IN (ACTUAL) | 94% | 83% | 90% | 92% | 23 days | 33 days | 19 days | 36 days |
| NON-LGPS TRANSFER IN (ACTUAL) | 97% | 100% | 87% | 91% | 38 days | 30 days | 34 days | 29 days |
| LGPS TRANSFER OUT (ACTUAL) | 91% | 90% | 92% | 98% | 41 days | 30 days | 16 days | 28 days |
| NON-LGPS TRANSFER OUT (ACTUAL) | 90% | 77% | 95% | 100% | 32 days | 11 days | 21 days | 9 days |
| Average Score | 88% | 88% | 85% | 92% | | | | |

KPI 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 |
| 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 |