

KPI Performance: Jan - Mar 2026

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%	5	274	276	3	-	1
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	98%	18	96	104	6	8	3
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	93%	18	82	85	13	5	9
BALANCE OF PAYMENTS (tPR)	10 working days	90%	99%	14	194	197	11	1	3
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	95%	140	963	1,046	74	28	4
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	100%	1	11	10	2	3	12
REFUNDS (tPR)	20 working days	80%	97%	173	656	681	32	8	3
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	98%	57	590	490	200	82	24
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	95%	5	16	20	0	5	11
DEFERRED STATUS	40 working days	80%	85%	1,224	1,167	1,790	413	155	14
EMPLOYER ESTIMATE	10 working days	80%	96%	6	117	115	7	8	4
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	91%	193	523	537	145	68	16
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	94%	9	15	18	3	4	10
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	95%	70	301	307	54	17	11
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	95%	35	95	108	17	15	9
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	92%	263	770	783	237	48	18
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	92%	17	27	24	19	2	48
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	91%	74	264	250	82	29	20
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	100%	4	28	26	4	11	9
NEW STARTER	30 working days	80%			836	836			
TOTAL CASE NUMBERS			95%	2,326	7,025	7,703	1,322	497	

Summary

Overall performance is at 95% of target

All measures are at or above target

Future workload has decreased compared to the previous quarter, following targetted intervention in deferred status processing

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