Oct - Dec 2022

Case Type	Performance standard	Tolerable performance	A % completed within SLA	B Case opening balance	C New cases received	D Cases completed	E Terminated Cases (Calculated)	F Closing balance	G Future Workload (days)
DEATH NOTIFICATION (tPR)	5 working days	90%	93%	27	210	212	12	13	4 days
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	78%	18	94	70	19	23	20 days
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	79%	30	66	62	17	17	16 days
BALANCE OF PAYMENTS (tPR)	10 working days	90%	88%	29	203	172	6	54	19 days
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	89%	280	488	445	47	276	37 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	83%	2	5	6	-	1	10 days
REFUNDS (tPR)	20 working days	80%	93%	492	1,201	1,198	245	250	13 days
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	86%	219	743	631	90	241	23 dys
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	95%	11	26	13	9	15	69 days
DEFERRED STATUS	2 months	80%	86%	3,929	1,470	997	383	4,019	11 months
EMPLOYER ESTIMATE	10 working days	80%	68%	14	73	59	12	16	16 days
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	84%	587	687	367	218	689	113 days
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	68%	169	42	31	32	148	286 days
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	99%	79	407	168	105	213	76 days
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	83%	90	74	55	27	82	89 days
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	76%	507	654	482	114	565	70 days
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	65%	46	38	31	11	42	81 days
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	75%	68	150	88	19	111	76 days
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	29%	19	20	13	8	18	83 days
NEW STARTER	30 working days	80%				3426			
TOTAL OPEN CASES			80%	6,616	6,651	8,526	1,374	6,793	

Summary

Q3 performance had an overall SLA average of 80% for all work areas and 86% for tPR cases.

Performance dipped due to a combination of reasons: staff resources as a result of sickness, annual leave commitments and the Christmas period

Future Benefits Team developing staff knowledge in Transfers after resignation of experienced team member

Transfer cases increased within period following targetted work in CRT to remove the Transfer email backlog

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