

## Performance Trend Analysis

Case Type	KPI Performance Comparison				Future Workload Time Comparison			
	Q1 % completed within SLA	Q2 % completed within SLA	Q3 % completed within SLA	Q4 % completed within SLA	Q1 Future Workload	Q2 Future Workload	Q3 Future Workload	Q4 Future Workload
DEATH NOTIFICATION (tPR)	98%	82%	93%	89%	8 days	6 days	4 days	1 day
SURVIVOR'S PENSIONS (tPR)	91%	90%	78%	79%	8 days	18 days	20 days	10 days
DEATH BENEFITS PAYABLE (tPR)	92%	86%	79%	91%	15 days	16 days	16 days	24 days
BALANCE OF PAYMENTS (tPR)	94%	93%	88%	94%	8 days	9 days	19 days	14 days
RETIREMENT (COMPLETE) (tPR)	90%	76%	89%	91%	44 days	36 days	37 days	40 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	100%	70%	83%	100%	7 days	13 days	10 days	24 days
REFUNDS (tPR)	95%	97%	93%	98%	12 days	31 days	13 days	7 days
RETIREMENT (INITIAL NOTIFICATION)	94%	87%	86%	85%	25 days	20 days	23 days	33 days
ILL HEALTH RETIREMENT (INITIAL)	100%	86%	95%	75%	53 days	39 days	69 days	23 days
DEFERRED STATUS	89%	89%	86%	88%	9 months	11 months	11 months	10 months
EMPLOYER ESTIMATE	89%	78%	68%	89%	45 days	12 days	16 days	16 days
LGPS TRANSFER IN (ESTIMATE)	83%	92%	84%	85%	56 days	70 days	113 days	81 days
NON-LGPS TRANSFER IN (ESTIMATE)	71%	73%	68%	97%	280 days	234 days	286 days	215 days
LGPS TRANSFER OUT (ESTIMATE)	87%	94%	99%	93%	32 days	20 days	76 days	24 days
NON-LGPS TRANSFER OUT (ESTIMATE)	91%	86%	83%	90%	82 days	77 days	89 days	62 days
LGPS TRANSFER IN (ACTUAL)	75%	80%	76%	85%	52 days	48 days	70 days	60 days
NON-LGPS TRANSFER IN (ACTUAL)	87%	84%	65%	92%	70 days	66 days	81 days	60 days
LGPS TRANSFER OUT (ACTUAL)	88%	90%	75%	84%	26 days	33 days	76 days	36 days
NON-LGPS TRANSFER OUT (ACTUAL)	86%	93%	29%	83%	72 days	88 days	88 days	41 days
Average Score	89%	86%	80%	89%				

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