

Performance Trend Analysis

Case Type	2022/23				2023/24				Future Workload Time Comparison			
	2022/23		2023/24		2022 / 23		2023/24		2022 / 23		2023/24	
	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	Q3 Future Workload	Q4 Future Workload	Q1 Future Workload	Q2 Future Workload
DEATH NOTIFICATION (tPR)	93%	89%	92%	78%	4 days	1 day	0.5 days	3 days	4 days	1 day	0.5 days	3 days
SURVIVOR'S PENSIONS (tPR)	78%	79%	69%	75%	20 days	10 days	20 days	20 days	20 days	10 days	20 days	20 days
DEATH BENEFITS PAYABLE (tPR)	79%	91%	79%	79%	16 days	24 days	25 days	30 days	16 days	24 days	25 days	30 days
BALANCE OF PAYMENTS (tPR)	88%	94%	86%	88%	19 days	14 days	16 days	15 days	19 days	14 days	16 days	15 days
RETIREMENT (COMPLETE) (tPR)	89%	91%	79%	74%	37 days	40 days	52 days	55 days	37 days	40 days	52 days	55 days
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	83%	100%	94%	43%	10 days	24 days	15 days	20 days	10 days	24 days	15 days	20 days
REFUNDS (tPR)	93%	98%	96%	98%	13 days	7 days	15 days	22 days	13 days	7 days	15 days	22 days
RETIREMENT (INITIAL NOTIFICATION)	86%	85%	83%	77%	23 days	33 days	44 days	51 days	23 days	33 days	44 days	51 days
ILL HEALTH RETIREMENT (INITIAL)	95%	75%	70%	60%	69 days	23 days	69 days	30 days	69 days	23 days	69 days	30 days
DEFERRED STATUS	86%	88%	89%	64%	11 months	10 months	212 days	59 days	11 months	10 months	212 days	59 days
EMPLOYER ESTIMATE	68%	89%	71%	51%	16 days	16 days	41 days	33 days	16 days	16 days	41 days	33 days
LGPS TRANSFER IN (ESTIMATE)	84%	85%	86%	89%	113 days	81 days	122 days	23 days	113 days	81 days	122 days	23 days
NON-LGPS TRANSFER IN (ESTIMATE)	68%	97%	100%	100%	286 days	215 days	210 days	13 days	286 days	215 days	210 days	13 days
LGPS TRANSFER OUT (ESTIMATE)	99%	93%	89%	93%	76 days	24 days	69 days	24 days	76 days	24 days	69 days	24 days
NON-LGPS TRANSFER OUT (ESTIMATE)	83%	90%	90%	100%	89 days	62 days	125 days	10 days	89 days	62 days	125 days	10 days
LGPS TRANSFER IN (ACTUAL)	76%	85%	85%	85%	70 days	60 days	110 days	36 days	70 days	60 days	110 days	36 days
NON-LGPS TRANSFER IN (ACTUAL)	65%	92%	60%	84%	81 days	60 days	71 days	34 days	81 days	60 days	71 days	34 days
LGPS TRANSFER OUT (ACTUAL)	75%	84%	75%	78%	76 days	36 days	168 days	40 days	76 days	36 days	168 days	40 days
NON-LGPS TRANSFER OUT (ACTUAL)	29%	83%	90%	100%	88 days	41 days	20 days	20 days	88 days	41 days	20 days	20 days
Average Score	80%	89%	83%	80%								

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