

## Service Delivery – Terminated Case Overview – Annexe 3

### Terminated Case Overview

This is a summary of where cases have been closed (not completed) during this quarter. The below tables Includes categories where 50 or more case types have been terminated in this period.

Case Type	Case numbers
Deferred Status	654
Refunds	258
Retirement (Initial Notification)	239
LGPS Transfer In (Estimate)	175
LGPS Transfer In (Actual)	117
Concurrent Service	97
LGPS Transfer Out (Estimate)	66

\*Numbers are affected by the commencement of the legacy project during this period.

The information below provides further information as to the common causes for why cases are terminated.

#### **Categorisation change on review**

Most commonly due to the member requiring an aggregation, concurrent or a transfer (or vice versa) rather than initial set-up as Deferred or Refund.

This is the same for concurrent cases, whereby the record may actually require deferring or a transfer.

#### **Categorisation change on transition from estimate to actual**

Most common cause is due to the receipt of correspondence from a member or employer and, is then set up in the system as an estimate, whereby it is actually ready to be processed as an actual (or vice versa).

Other causes are whereby a member has returned their forms to the incorrect authority. The case is then closed, and the member is notified.

#### **Categorisation change on requirement for processing**

Noted as Retirement Notifications – most commonly due to the member actually requiring an estimate at this stage.

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