

Performance Trend Analysis

Case Type	KPI Performance Comparison				Future Workload Time Comparison			
	2022/23	2023/24			2022 / 23	2023/24		
	Q4 % completed within SLA	Q1 % completed within SLA	Q2 % completed within SLA	Q3 % completed within SLA	Q4 Future Workload	Q1 Future Workload	Q2 Future Workload	Q3 Future Workload
DEATH NOTIFICATION (tPR)	89%	92%	78%	84%	1 day	0.5 days	1 day	1 day
SURVIVOR'S PENSIONS (tPR)	79%	69%	75%	82%	10 days	20 days	10 days	6 days
DEATH BENEFITS PAYABLE (tPR)	91%	79%	79%	79%	24 days	25 days	24 days	24 days
BALANCE OF PAYMENTS (tPR)	94%	86%	88%	86%	14 days	16 days	14 days	19 days
RETIREMENT (COMPLETE) (tPR)	91%	79%	74%	76%	40 days	52 days	40 days	29 days
ILL HEALTH RETIREMENT (COMPLETE)	100%	94%	43%	75%	24 days	15 days	24 days	15 days
REFUNDS (tPR)	98%	96%	98%	99%	7 days	15 days	7 days	9 days
RETIREMENT (INITIAL NOTIFICATION)	85%	83%	77%	92%	33 days	44 days	33 days	18 days
ILL HEALTH RETIREMENT (INITIAL)	75%	70%	60%	76%	23 days	69 days	23 days	26 days
DEFERRED STATUS	88%	89%	64%	93%	10 months	212 days	10 months	41 days
EMPLOYER ESTIMATE	89%	71%	51%	65%	16 days	41 days	16 days	7 days
LGPS TRANSFER IN (ESTIMATE)	85%	86%	89%	97%	81 days	122 days	81 days	19 days
NON-LGPS TRANSFER IN (ESTIMATE)	97%	100%	100%	100%	215 days	210 days	215 days	26 days
LGPS TRANSFER OUT (ESTIMATE)	93%	89%	93%	98%	24 days	69 days	24 days	15 days
NON-LGPS TRANSFER OUT (ESTIMATE)	90%	90%	100%	98%	62 days	125 days	62 days	24 days
LGPS TRANSFER IN (ACTUAL)	85%	94%	85%	94%	60 days	110 days	60 days	23 days
NON-LGPS TRANSFER IN (ACTUAL)	92%	60%	84%	97%	60 days	71 days	60 days	38 days
LGPS TRANSFER OUT (ACTUAL)	84%	75%	78%	91%	36 days	168 days	36 days	41 days
NON-LGPS TRANSFER OUT (ACTUAL)	83%	90%	100%	90%	41 days	20 days	41 days	32 days
Average Score	89%	84%	80%	88%				

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