

## KPI Performance: Apr - Jun 2024

Case Type	Performance standard	Tolerable performance	A % completed within SLA	B Case opening balance	C New cases received	D Cases completed	F Closing balance	E Terminated Cases	G Future Workload (days)
DEATH NOTIFICATION (tPR)	5 working days	90%	97%	3	205	205	2	8	1
SURVIVOR'S PENSIONS (tPR)	10 working days	90%	68%	14	86	80	18	13	14
DEATH BENEFITS PAYABLE (tPR)	10 working days	90%	58%	27	71	66	32	6	29
BALANCE OF PAYMENTS (tPR)	10 working days	90%	73%	78	208	200	78	4	23
RETIREMENT (COMPLETE) (tPR)	15 working days	85%	66%	227	485	383	308	38	48
ILL HEALTH RETIREMENT (COMPLETE) (tPR)	15 working days	90%	80%	-	8	5	3	1	36
REFUNDS (tPR)	20 working days	80%	100%	75	822	668	211	255	19
RETIREMENT (INITIAL NOTIFICATION)	15 working days	80%	74%	324	782	646	433	106	40
ILL HEALTH RETIREMENT (INITIAL)	15 working days	90%	92%	5	17	13	6	4	28
DEFERRED STATUS	40 working days	80%	95%	327	596	593	249	195	25
EMPLOYER ESTIMATE	10 working days	80%	66%	18	42	50	10	19	12
LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	95%	151	308	311	121	118	23
NON-LGPS TRANSFER IN (ESTIMATE)	20 working days	80%	100%	9	11	10	8	2	48
LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	95%	64	207	225	35	74	9
NON-LGPS TRANSFER OUT (ESTIMATE)	20 working days	80%	100%	14	60	59	15	8	15
LGPS TRANSFER IN (ACTUAL)	20 working days	80%	90%	321	496	605	187	88	19
NON-LGPS TRANSFER IN (ACTUAL)	20 working days	80%	87%	17	20	23	13	2	34
LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	92%	98	196	223	58	31	16
NON-LGPS TRANSFER OUT (ACTUAL)	20 working days	80%	95%	4	24	20	7	6	21
NEW STARTER	30 working days	80%			793	793			
<b>TOTAL CASE NUMBERS</b>			<b>85%</b>	<b>1,776</b>	<b>5,437</b>	<b>5,178</b>	<b>1,794</b>	<b>978</b>	

## Summary

Transfers, refunds and death notifications are all above target

Retirements, death grants and survivors benefits are all below target

We have taken a decision to blend the benefits processing teams to build more resilience around the retirements, survivors and death grants processing

This will allow us to build on the successes in transfers, refunds, and death grants and allow us to flex resources to respond to these cases within the targets

This change is from the beginning of Q2 2024-25

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