



Our current performance (West Sussex) – 2025 to 2026

Quarter 4

Type of case	Time to complete (days)						Total	On target?
	0 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31 plus		
Retirement	82	36	7	0	0	0	125	100%
Deferred retirement	92	120	32	0	0	0	244	100%
Estimate	92	151	58	0	0	0	301	100%
Deferred	2	12	6	13	590	0	673	100%
Transfers in & out	113	92	53	0	0	0	258	100%
Divorce Quotes	12	26	18	0	0	0	56	100%
Refund	2	136	13	0	0	0	151	100%
Death	96	9	29	0	0	0	134	100%
Grand total							2,098	100%