



City of Westminster

Our current performance – 2022 to 2023

Quarter 1

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	5	2	4	0	0	0	11	100%
Deferred retirement	7	10	39	0	0	0	56	100%
Estimate	4	11	84	0	0	0	99	100%
Deferred	5	0	0	3	53	0	61	100%
Transfers in & out	2	0	6	0	0	0	8	100%
Divorce	2	2	2	0	0	0	6	100%
Refund	2	10	2	0	0	0	14	100%
Death	34	4	4	0	0	0	42	100%
Grand total							297	