



City of Westminster

Our current performance – 2022 to 2023
Quarter 2

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	4	12	0	0	0	21	100%
Deferred retirement	5	7	49	0	0	0	61	100%
Estimate	6	12	134	0	0	0	152	100%
Deferred	5	2	7	3	112	0	129	100%
Transfers in & out	2	3	2	0	0	0	7	100%
Divorce	0	0	4	0	0	0	4	100%
Refund	2	18	14	0	0	0	34	100%
Death	29	3	6	0	0	0	38	100%
Grand total							446	