



City of Westminster

Our current performance – 2023 to 2024
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	10	4	4	0	0	0	18	100.00%
Deferred retirement	19	17	11	0	0	0	47	100.00%
Estimate	8	30	77	0	0	0	115	100.00%
Deferred	3	1	3	3	101	0	111	100.00%
Transfers in & out	0	4	1	0	0	0	5	100.00%
Divorce	4	2	1	0	0	0	7	100.00%
Refund	2	3	36	0	0	0	41	100.00%
Death	26	5	4	0	0	0	35	100.00%
Grand total							379	100.00%