



# City of Westminster

Our current performance – 2023 to 2024  
Quarter 3

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	9	11	0	0	0	0	20	100%
Deferred retirement	20	36	10	0	0	0	66	100%
Estimate	24	42	19	0	0	0	85	100%
Deferred	6	1	5	10	117	0	139	100%
Transfers in & out	0	13	7	0	0	0	20	100%
Divorce	2	5	4	0	0	0	11	100%
Refund	1	37	13	0	0	0	51	100%
Death	30	4	7	0	0	0	41	100%
Grand total							433	