



City of Westminster

Our current performance – 2023 to 2024
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	8	6	4	0	0	0	18	100%
Deferred retirement	23	27	7	0	0	0	57	100%
Estimate	11	51	40	0	0	0	102	100%
Deferred	12	5	9	43	58	0	127	100%
Transfers in & out	4	6	16	0	0	0	26	100%
Divorce	2	3	6	0	0	0	11	100%
Refund	5	32	0	0	0	0	37	100%
Death	19	2	3	0	0	0	24	100%
Grand total							402	