



# City of Westminster

Our current performance – 2024 to 2025

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	4	0	3	0	0	0	7	100%
Deferred retirement	19	20	8	0	0	0	47	100%
Estimate	19	28	18	0	0	0	65	100%
Deferred	6	0	3	0	117	0	126	100%
Transfers in & out	39	21	16	0	0	0	76	100%
Divorce Quotes	1	6	8	0	0	0	15	100%
Refund	1	50	1	0	0	0	52	100%
Death	35	6	7	0	0	0	48	100%
Grand total							436	