



City of Westminster

Our current performance – 2025 to 2026

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	9	6	2	0	0	0	17	100%
Deferred retirement	17	36	9	0	0	0	62	100%
Estimate	16	27	9	0	0	0	52	100%
Deferred	7	0	2	0	101	0	110	100%
Transfers in & out	33	23	35	0	0	0	91	100%
Divorce Quotes	1	2	5	0	0	0	8	100%
Refund	1	31	0	0	0	0	32	100%
Death	36	7	6	0	0	0	49	100%
Grand total							421	