



City of Westminster

Our current performance – 2025 to 2026

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	8	10	1	0	0	0	19	100%
Deferred retirement	22	40	7	0	0	0	69	100%
Estimate	19	35	18	0	0	0	72	100%
Deferred	4	2	1	1	91	0	99	100%
Transfers in & out	54	30	25	0	0	0	109	100%
Divorce	2	2	2	0	0	0	6	100%
Refund	0	17	14	0	0	0	31	100%
Death	20	3	5	0	0	0	28	100%
Grand total							433	