

November 2019 - numbers now include online submissions that were not previously included

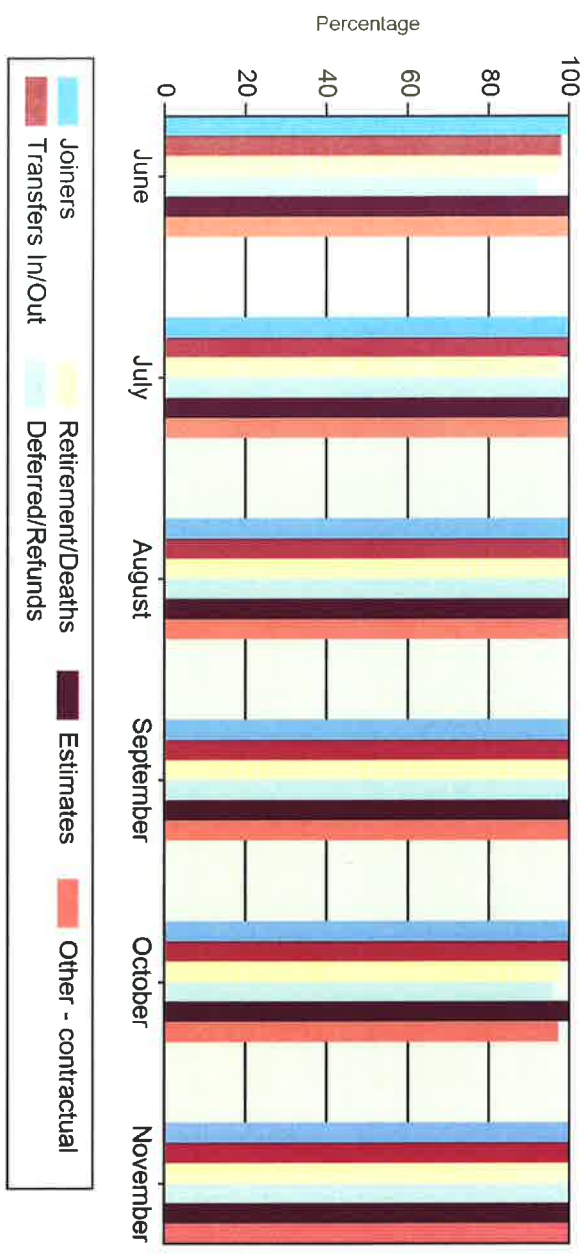
## 2. Cases completed summary

This is a grouped summary of all cases processed this month.

These figures include other lower profile cases included in the Service Level Agreement such as changes of hours, benefit revisions, GMP or DSS correspondence for example. These figures can be broken down or expanded upon request.

Description	B/fwd	Rec'd	Complete	On Time	% OT	C/fwd	Average Completed Time	Average Elapsed Time
Joiners	89	98	140	140	100.00	47	12	35
Transfers In/Out	198	74	97	97	100.00	176	18	49
Retirement/Deaths	248	69	70	70	100.00	247	17	42
Deferred/Refunds	321	52	75	75	100.00	298	24	63
Estimates	41	38	50	50	100.00	29	6	14
Other - contractual	161	48	62	62	100.00	147	17	33
<b>Total</b>	<b>1058</b>	<b>379</b>	<b>494</b>	<b>494</b>	<b>100.00</b>	<b>944</b>		

## Percentage of cases on time



## Workload History

October 2019

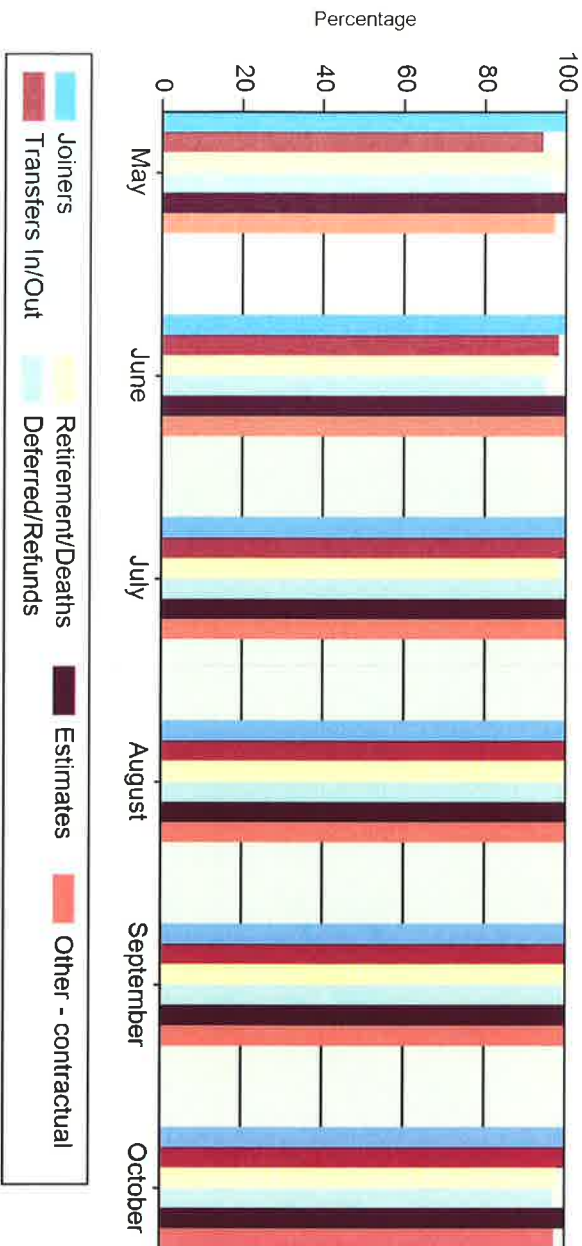
## 2. Cases completed summary

This is a grouped summary of all cases processed this month.

These figures include other lower profile cases included in the Service Level Agreement such as changes of hours, benefit revisions, GMP or DSS correspondence for example. These figures can be broken down or expanded upon request.

Description	B/fwd	Rec'd	Complete	On Time	% OT	C/fwd	Average Completed Time	Average Elapsed Time
Joiners	42	3	7	7	100.00	38	12	33
Transfers In/Out	204	39	48	48	100.00	196	17	51
Retirement/Deaths	208	52	51	50	98.04	209	15	36
Deferred/Refunds	190	18	34	33	97.06	174	22	59
Estimates	40	51	51	51	100.00	40	8	14
Other - contractual	163	41	46	45	97.83	158	10	19
<b>Total</b>	<b>847</b>	<b>204</b>	<b>237</b>	<b>234</b>	<b>98.73</b>	<b>815</b>		

### Percentage of cases on time



### Workload History