

# Missed SLA Cases

Category	Q3 2023/24 Missed SLA – number of cases														Total
	1 Day		2 Days		3 Days		4 Days		5 Days		6 - 10 Days		11 Days +		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
New Starters	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Transfers In	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1
Transfers Out	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	1
Estimates	0	0.00%	0	0.00%	0	0.00%	1	8.33%	0	0.00%	1	8.33%	10	83.33%	12
Deferred Benefits	0	0.00%	1	7.14%	0	0.00%	0	0.00%	0	0.00%	1	7.14%	12	85.71%	14
Retirements - Deferred	0	0.00%	1	7.14%	0	0.00%	0	0.00%	0	0.00%	5	35.71%	8	57.14%	14
Retirements - Active	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	8	28.57%	20	71.43%	28
Refunds	0	0.00%	0	0.00%	1	4.76%	0	0.00%	0	0.00%	1	4.76%	19	90.48%	21
Deaths	0	0.00%	2	9.52%	1	4.76%	2	9.52%	1	4.76%	7	33.33%	8	38.10%	21
Correspondence	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	1
Aggregation	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5	100.00%	5
Other	4	44.44%	0	0.00%	1	11.11%	0	0.00%	0	0.00%	0	0.00%	4	44.44%	9
<b>Total</b>	<b>4</b>	<b>3.15%</b>	<b>4</b>	<b>3.15%</b>	<b>3</b>	<b>2.36%</b>	<b>3</b>	<b>2.36%</b>	<b>1</b>	<b>0.79%</b>	<b>25</b>	<b>19.69%</b>	<b>87</b>	<b>68.50%</b>	<b>127</b>