



KPI Improvement Plan

Checkpoint Update – 07/11/2024

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Where we expect to be if we take proposed actions



KPI and Backlog Update

Cases over SLA- Committee Categories

1,137 (Nov-23)
824 (June -24)
465 (Aug-24)
436 (Sep)

All cases
1,177 (June-24)
806 (Aug-24)
777 (Sep-24)

Frozen refunds

4,533 (Nov – 23)
235 (June -24)
250 (Aug -24)
236 (Sep – 24)

Members 75 or over

Active – 10

Deferred – 57

Status 2
(undecided
leaver) – 5

Status 2 (undecided leaver)

1,066 (Nov - 23)
30 (June – 24)
512 (Aug -24)
629 (Sep – 24)

Hidden aggregation backlog

Approx.400 (Nov
- 23)
499 (June – 24)
104 (Aug-24)
173 (Sep – 24)

Old deaths within SLA but on reply due for >2 months

214 (Nov – 23)
176 (June – 24)
164 (Aug – 24)
173 (Sep -24)

Summary

- Reporting has changed to included every case
- Target to have less than 100 open at 31 December 2024 is on course
- The current KPI percentage for all cases:
 - 30 June 2024 79%
 - 31 August 2024 84.49%
 - 30 September 84.22%
- KPIs will met once the backlog is cleared
- Recruitment still an issue 4 vacancies in Admin

Questions

