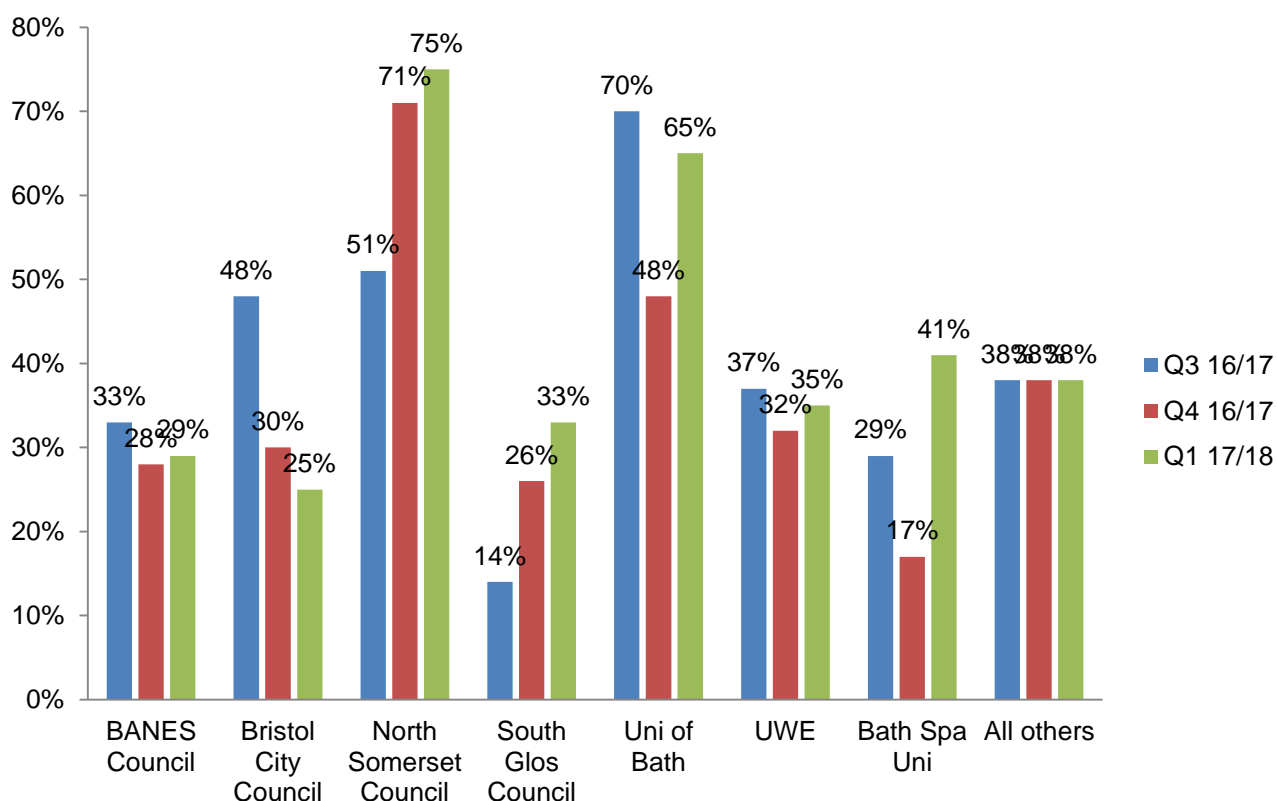


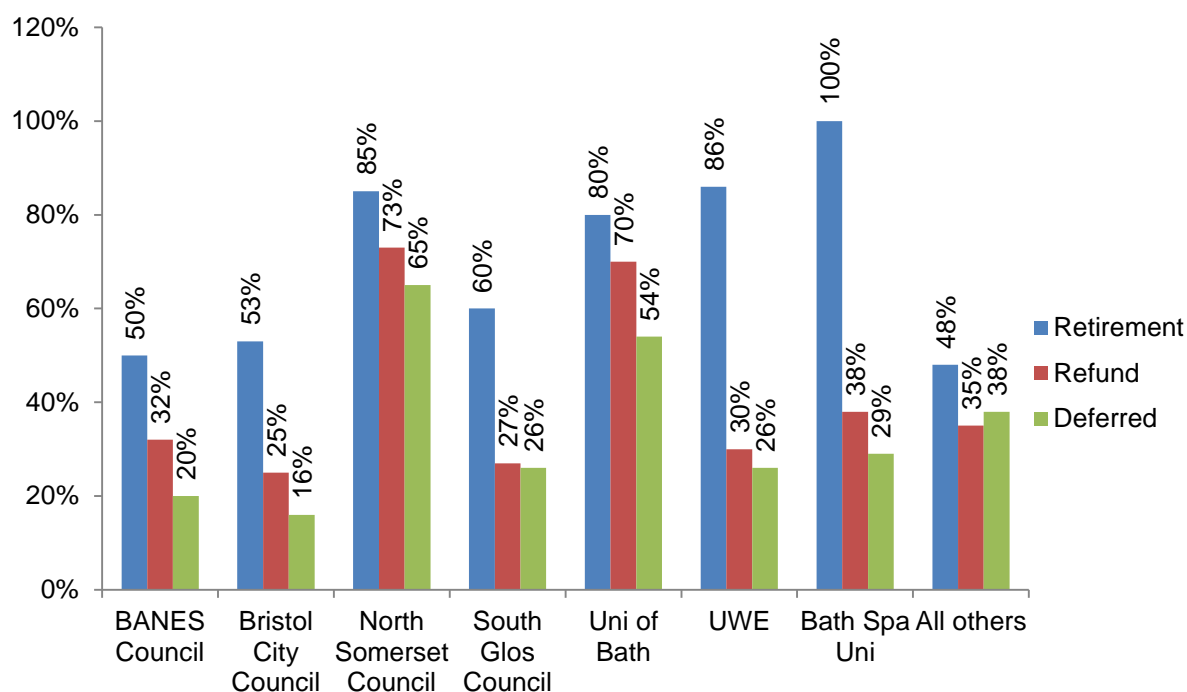
Employers completing leaver forms for retirements, refunds and deferments within SLA targets.

Annex 1 – Total cases - Percentage and number of cases completed within target.



	Q3 16/17		Q4 16/17		Q1 17/18	
	%	Cases	%	Cases	%	Cases
BANES Council	33%	56	28%	37	29%	43
Bristol City Council	48%	159	30%	103	25%	91
North Somerset Council	51%	93	71%	100	73%	96
South Glos Council	14%	42	26%	60	33%	66
Uni of Bath	70%	28	48%	31	65%	43
UWE	37%	43	32%	58	35%	39
Bath Spa Uni	29%	17	17%	15	41%	9
All others	38%	164	38%	201	38%	145

## Annex 2 – Breakdown by case type within target



Within target	Retirement		Refund		Deferred	
	%	No. of Cases	%	No. of Cases	%	No. of Cases
BANES Council	50%	11	32%	18	20%	14
Bristol City Council	53%	28	25%	34	16%	29
North Somerset Council	85%	35	73%	24	65%	37
South Glos Council	60%	25	27%	13	26%	28
Uni of Bath	80%	8	70%	21	54%	14
UWE	86%	12	30%	15	26%	12
Bath Spa Uni	100%	2	38%	5	29%	2
All others	48%	27	35%	36	38%	82