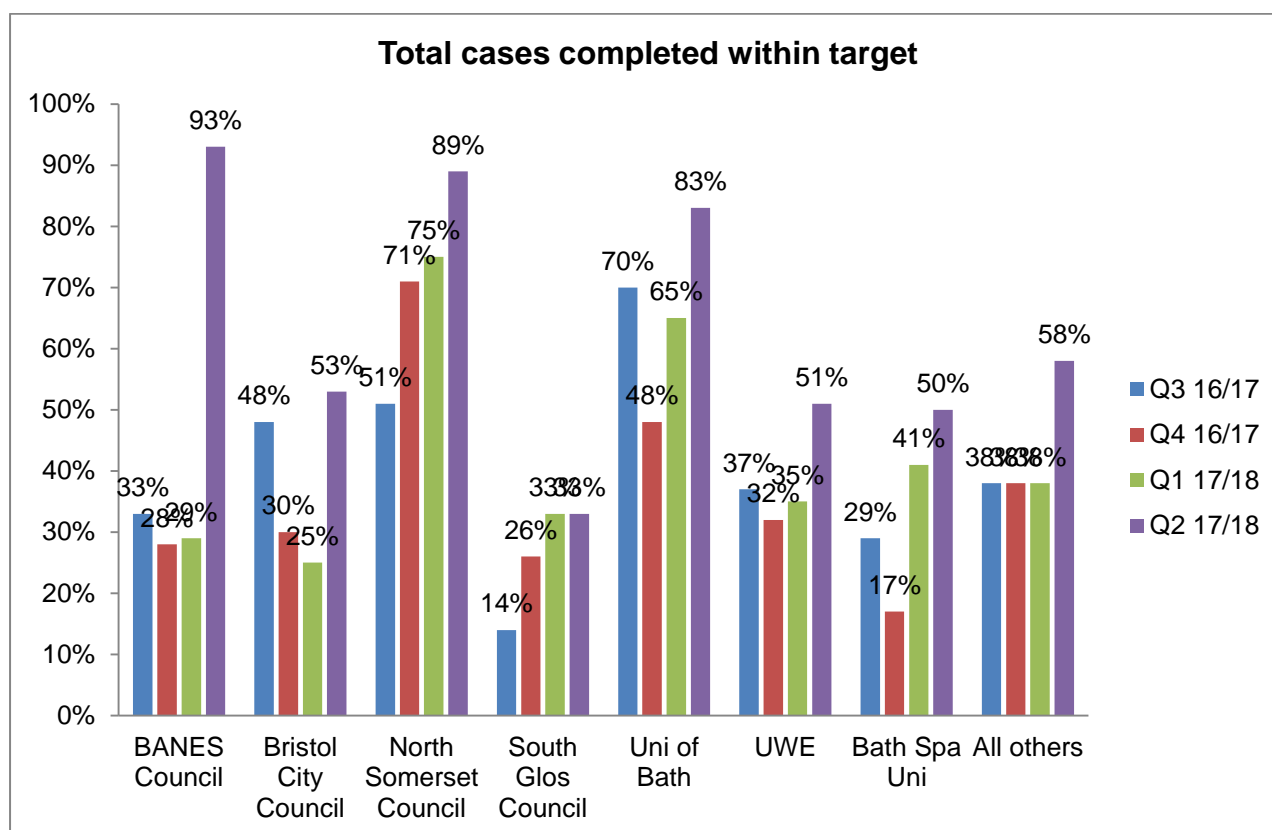


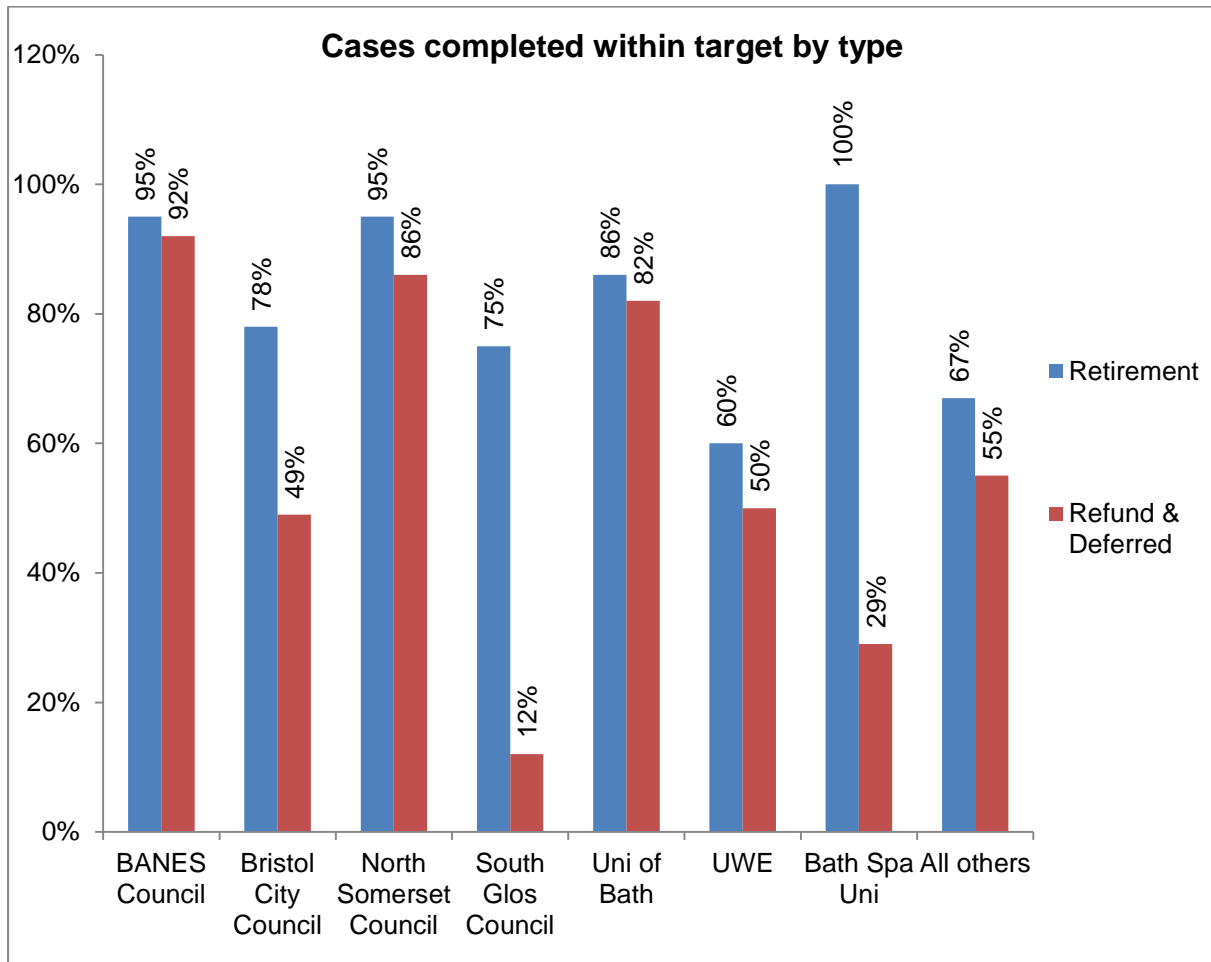
Employers completing leaver forms for retirements, refunds and deferments within SLA targets.

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



	Q3 16/17	Q4 16/17	Q1 17/18	Q2 17/18
BANES Council	33%	28%	29%	93%
Bristol City Council	48%	30%	25%	53%
North Somerset Council	51%	71%	75%	89%
South Glos Council	14%	26%	33%	33%
Uni of Bath	70%	48%	65%	83%
UWE	37%	32%	35%	51%
Bath Spa Uni	29%	17%	41%	50%
All others	38%	38%	38%	58%

Annex 2 – Breakdown by case type within target



	Retirement	Refund & Deferred
BANES Council	95%	92%
Bristol City Council	78%	49%
North Somerset Council	95%	86%
South Glos Council	75%	12%
Uni of Bath	86%	82%
UWE	60%	50%
Bath Spa Uni	100%	29%
All others	67%	55%