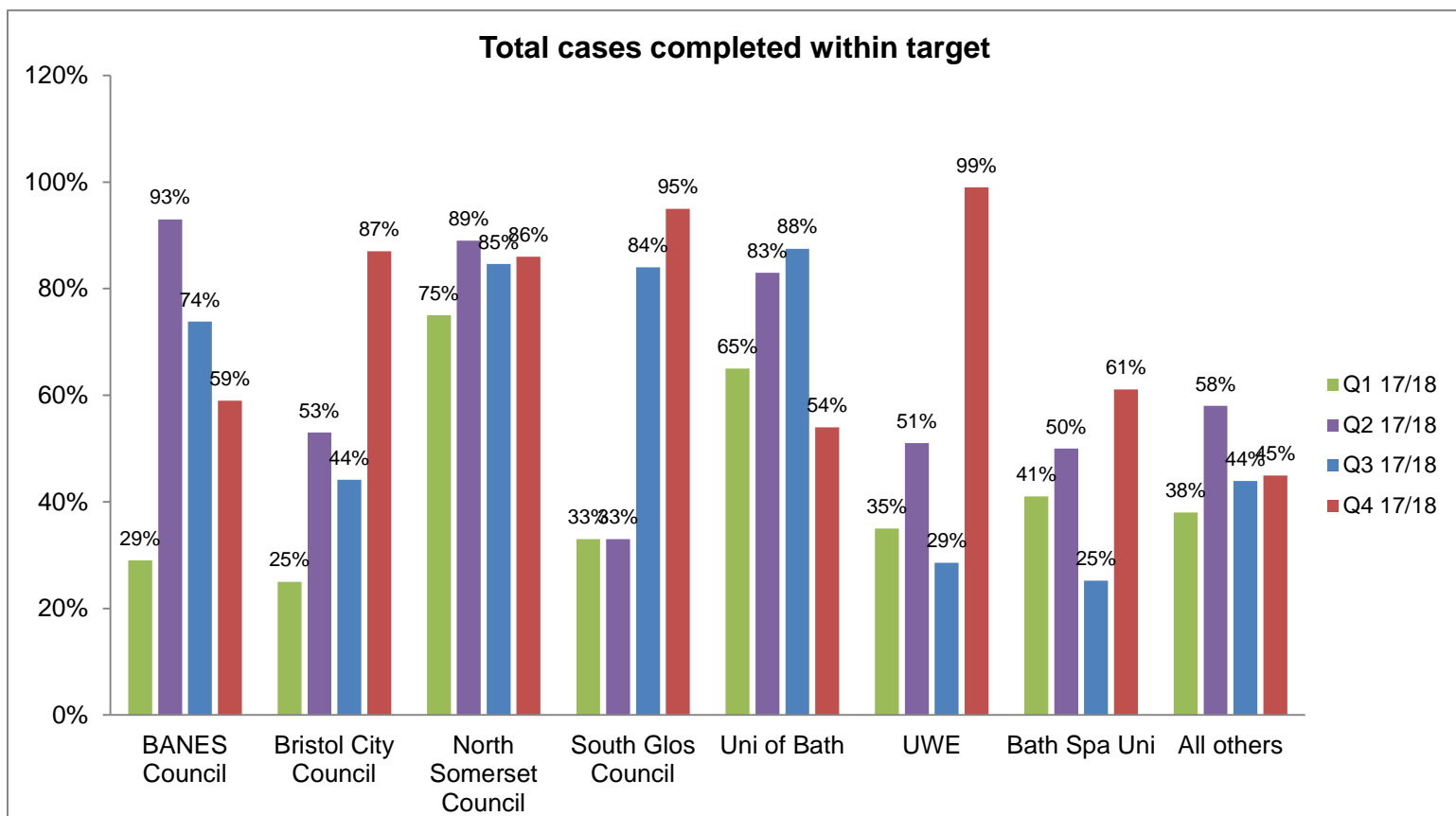
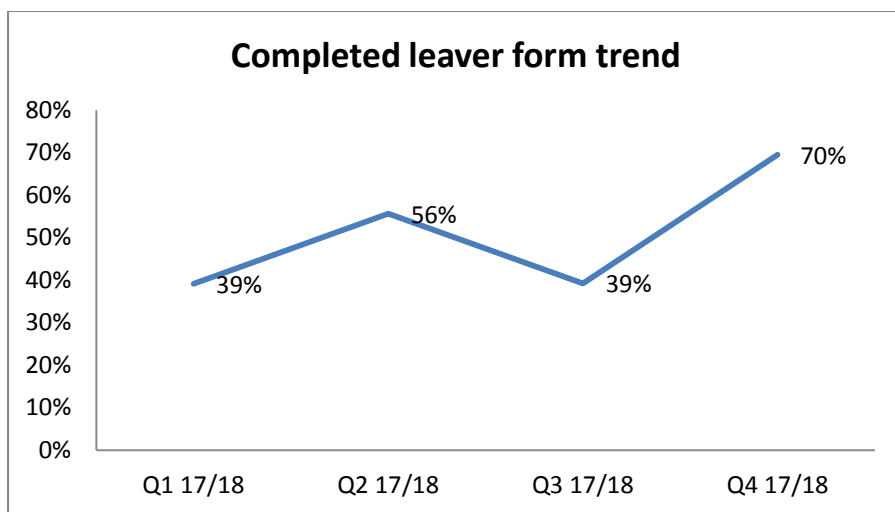


Completed leaver forms by employers for retirements, refunds and deferments within SLA targets.

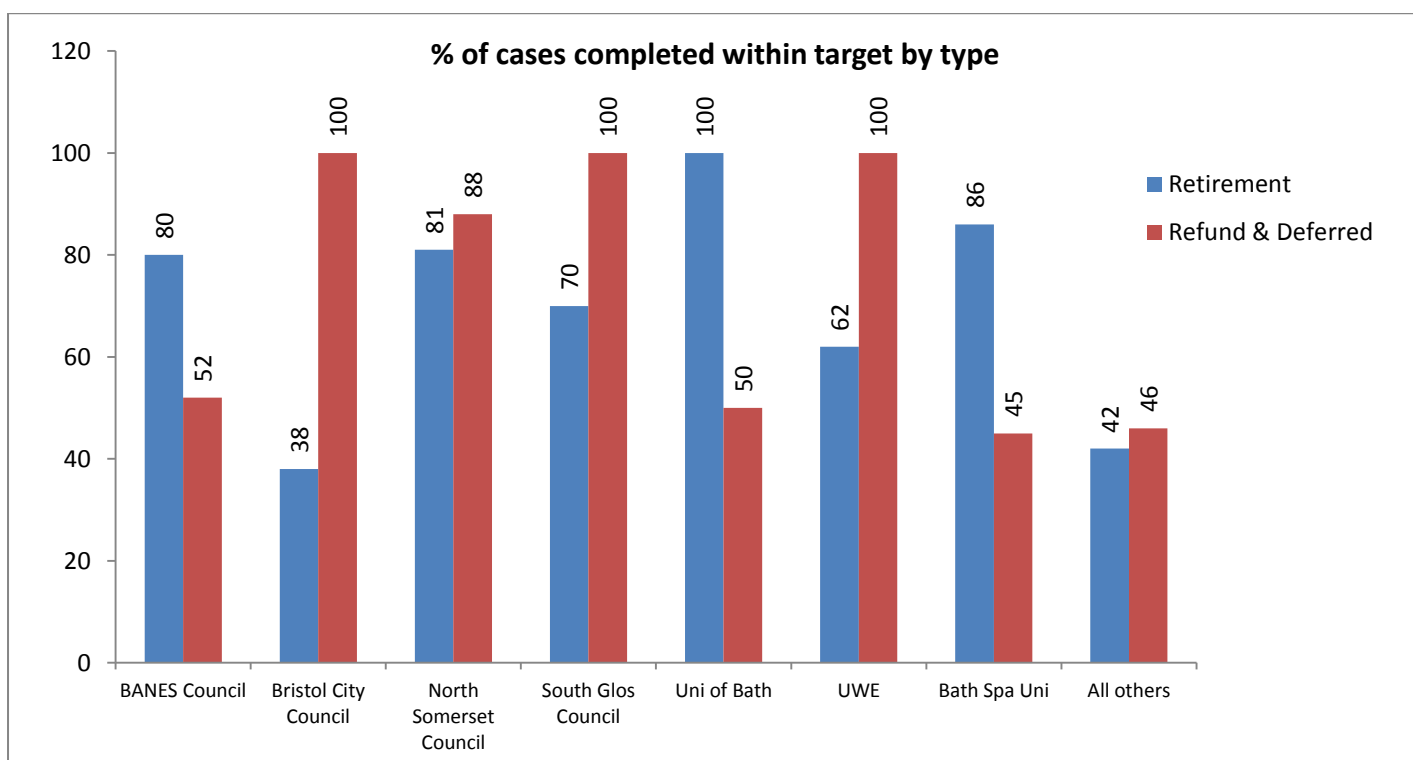
### Annex 1 – Total cases - Percentage and number of cases completed within target



|                        | Q1 17/18 | Q2 17/18 | Q3 17/18 | Q4 17/18 |
|------------------------|----------|----------|----------|----------|
| BANES Council          | 29%      | 93%      | 74%      | 59%      |
| Bristol City Council   | 25%      | 53%      | 44%      | 87%      |
| North Somerset Council | 75%      | 89%      | 85%      | 86%      |
| South Glos Council     | 33%      | 33%      | 84%      | 95%      |
| Uni of Bath            | 65%      | 83%      | 88%      | 54%      |
| UWE                    | 35%      | 51%      | 29%      | 99%      |
| Bath Spa Uni           | 41%      | 50%      | 25%      | 61%      |
| All others             | 38%      | 58%      | 44%      | 45%      |



## Annex 2 – Breakdown by case type within target



| Within target          | Retirements |        |     | Refunds and Deferreds |        |     |
|------------------------|-------------|--------|-----|-----------------------|--------|-----|
|                        | Cases       | Within | %   | Cases                 | Within | %   |
| BANES Council          | 20          | 16     | 80  | 60                    | 31     | 52  |
| Bristol City Council   | 63          | 24     | 38  | 245                   | 245    | 100 |
| North Somerset Council | 16          | 13     | 81  | 58                    | 51     | 88  |
| South Glos Council     | 56          | 39     | 70  | 272                   | 272    | 100 |
| Uni of Bath            | 4           | 4      | 100 | 50                    | 25     | 50  |
| UWE                    | 13          | 8      | 62  | 351                   | 351    | 100 |
| Bath Spa Uni           | 7           | 6      | 86  | 11                    | 5      | 45  |
| All others             | 109         | 46     | 42  | 385                   | 176    | 46  |