

	Case Type	SLA (days)	Tolerable Performance (%)	Number of cases open at start of the period	Number of cases received	Number of cases completed	Number of cases completed within SLA	% of cases completed within SLA	Number of cases completed outside of SLA	Average number of days to complete cases	Number of cases open at end of the period
Deaths	Initial Death Notification	15		117	434	448	421	94	27	11	81
	Survivors Pensions	15		49	169	149	128	85	31	19	69
	Death Grant Payment	20		115	51	117	41	35	76	77	38
	Balance of Payments/Overpayment Recovery	15		63	293	281	262	93	19	7	73
Retirements	Payment of Retirement Benefits	20	90	312	699	660	653	98	161	16	332
	Provision of Retirement Estimates	20		418	1168	921	770	83	210	17	602
Early Leavers	Payment of Refunds	20		67	314	323	291	90	32	13	48
	Provision of Deferred Benefit Statements	60		4422	2297	635	195	31	440	166	5648
Transfers	LGPS Transfer In Estimates	20		692	136	61	53	87	8	108	728
	Aggregation In Estimates	260		1476	208	84	49	58	35	469	1590
	LGPS Transfer Out Estimates	20		195	74	60	26	43	34	99	200
	LGPS Transfer In Actuals	20		312	66	28	4	14	24	106	341
	Aggregation In Actual	60		3948	1623	303	115	38	188	149	5086
	LGPS Transfer Out Actuals	20		147	65	77	3	4	74	79	129
	Non LGPS Transfer In Estimates	20		21	54	43	11	26	32	24	24
	Non LGPS Transfer Out Estimates	20		90	114	97	48	49	49	28	99
	Non LGPS Transfer Out Actuals	20		42	24	25	14	56	11	28	25
Divorces	Pension Sharing on Divorce Estimates	6 weeks		27	99	71	71	100	0	16	54
	Pension Sharing on Divorce Implementations	4 months		4	1	0	0	0	0	0	5
General	New Starters	30		1554	4736	6132	4589	75	1543	14	158
	General Correspondence	15	98	57	1806	1754	1730	99	24	2	96
	Change of Details (i.e. address, name, nomination)	10		8	1314	1314	1307	99	7	0	9
	Opt Outs			98	228	148	137	93	11	17	171
	Lost Pension			14	39	43	41	95	2	4	10
Total				14364	16041	13792	10959	79	3056	62	15741