

	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		71	383	379	355	94	24	7	57
	Survivors Pensions	15		74	138	141	95	67	46	15	67
	Death Grant Payment	20		30	70	60	46	77	14	21	37
	Balance of Payments/Overpayment Recovery	15		32	225	210	198	94	12	4	40
Retirements	Payment of Retirement Benefits	20	90	347	876	784	723	92	61	19	422
	Provision of Retirement Estimates	20		623	1239	1237	951	76	286	18	544
Early Leavers	Payment of Refunds	20		145	312	392	347	89	45	11	56
	Provision of Deferred Benefit Statements	60		6299	1317	774	252	33	522	177	6257
Transfers	LGPS Transfer In Estimates	20		1006	255	46	36	78	10	243	1160
	Aggregation In Estimates	260		1642	169	73	44	60	29	433	1708
	LGPS Transfer Out Estimates	20		342	119	95	23	24	72	101	342
	LGPS Transfer In Actuals	20		345	53	25	0	0	25	211	365
	Aggregation In Actual	60		6478	1602	753	219	29	534	201	6869
	LGPS Transfer Out Actuals	20		202	83	28	3	11	25	137	255
	Non LGPS Transfer In Estimates	20		73	49	100	25	25	75	50	7
	Non LGPS Transfer Out Estimates	20		139	146	120	21	18	99	64	147
	Non LGPS Transfer Out Actuals	20		108	52	36	4	11	32	83	120
Divorces	Pension Sharing on Divorce Estimates	6 weeks		34	107	100	88	88	12	19	34
	Pension Sharing on Divorce Implementations	4 months		4	1	1	1	100	0	112	3
General	New Starters	30		971	3698	4427	3440	78	987	16	235
	General Correspondence	15	98	102	2105	2091	1950	93	141	3	105
	Change of Details (i.e. address, name, nomination)	10		23	1432	1439	1431	99	8	0	15
	Opt Outs			184	113	89	78	88	11	10	202
	Lost Pension			14	77	79	78	99	1	2	12
Total				19308	14643	13499	10414	62	3085	80	19079