

	Case Type	Number of cases completed	Number of cases completed within SLA	% of cases completed within SLA	Number of cases completed outside of SLA
Deaths	Initial Death Notification	486	425	87	61
	Survivors Pensions	139	129	93	10
	Death Grant Payment	51	48	94	3
	Balance of Payments/Overpayment Recovery	296	290	98	6
Retirements	Payment of Retirement Benefits	668	650	97	18
	Provision of Retirement Estimates	1346	1058	79	288
Early Leavers	Payment of Refunds	235	227	97	8
	Provision of Deferred Benefit Statements	824	239	29	585
Transfers	LGPS Transfer In Estimates	76	64	84	12
	Aggregation In Estimates	38	20	53	18
	LGPS Transfer Out Estimates	140	39	28	101
	LGPS Transfer In Actuals	42	4	10	38
	Aggregation In Actual	531	155	29	376
	LGPS Transfer Out Actuals	58	7	12	51
	Non LGPS Transfer In Estimates	37	20	54	17
	Non LGPS Transfer Out Estimates	98	43	44	55
	Non LGPS Transfer In Actuals	39	9	23	30
	Non LGPS Transfer Out Actuals	17	8	47	9
Divorces	Pension Sharing on Divorce Estimates	102	101	99	1
	Pension Sharing on Divorce Implementations	3	3	100	0
General	New Starters	4477	4339	97	138
	General Correspondence	1627	1552	95	75
	Change of Details (i.e. address, name, nomination)	1454	1451	100	3
	Opt Outs	50	40	80	10
	Lost Pension	110	106	96	4
Total		12944	11027	85	1917