

	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	377	330	88	47
	Survivors Pensions	145	120	82	25
	Death Grant Payment	76	44	58	32
	Balance of Payments/Overpayment Recovery	238	215	90	23
Retirements	Payment of Retirement Benefits	811	743	91	68
	Provision of Retirement Estimates	1134	980	86	154
Early Leavers	Payment of Refunds	367	355	97	12
	Provision of Deferred Benefit Statements	641	179	28	462
Transfers	LGPS Transfer In Estimates	68	58	85	10
	Aggregation In Estimates	61	29	48	32
	LGPS Transfer Out Estimates	59	31	53	28
	LGPS Transfer In Actuals	93	7	8	86
	Aggregation In Actual	736	179	24	557
	LGPS Transfer Out Actuals	12	0	0	12
	Non LGPS Transfer In Estimates	42	25	60	17
	Non LGPS Transfer Out Estimates	52	22	42	30
	Non LGPS Transfer In Actuals	17	6	35	11
Non LGPS Transfer Out Actuals	20	6	30	14	
Divorces	Pension Sharing on Divorce Estimates	80	72	90	8
	Pension Sharing on Divorce Implementations	2	1	50	1
General	New Starters	2684	2202	82	482
	General Correspondence	1687	1409	83	278
	Change of Details (i.e. address, name, nomination)	1181	1179	100	2
	Opt Outs	218	177	81	41
	Lost Pension	228	222	97	6
Total		11029	8591	78	2438