

	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	332	264	80	68
	Survivors Pensions	162	125	77	37
	Death Grant Payment	82	64	78	18
	Balance of Payments/Overpayment Recovery	193	178	92	15
Retirements	Payment of Retirement Benefits	1021	1004	98	17
	Provision of Retirement Estimates	1523	1446	94	77
Early Leavers	Payment of Refunds	380	368	97	12
	Provision of Deferred Benefit Statements	717	286	40	431
Transfers	LGPS Transfer In Estimates	156	127	81	29
	Aggregation In Estimates	43	20	47	23
	LGPS Transfer Out Estimates	88	14	16	74
	LGPS Transfer In Actuals	70	7	10	63
	Aggregation In Actual	799	232	29	567
	LGPS Transfer Out Actuals	80	6	8	74
	Non LGPS Transfer In Estimates	47	8	17	39
	Non LGPS Transfer Out Estimates	103	29	28	74
	Non LGPS Transfer In Actuals	63	2	3	61
Non LGPS Transfer Out Actuals	20	2	10	18	
Divorces	Pension Sharing on Divorce Estimates	115	109	95	6
	Pension Sharing on Divorce Implementations	2	2	100	0
General	New Starters	1964	1656	84	308
	General Correspondence	1952	1671	86	281
	Change of Details (i.e. address, name, nomination)	1305	1275	98	30
	Opt Outs	105	65	62	40
	Lost Pension	56	54	96	2
Total		11378	9014	79	2364