

Appendix 1 - Case Totals

Category	Outstanding at Period Start	Created in Period	Complete at End of Period	Outstanding at End of Period	Increased/D ecreased	Outstanding (Excluding External Reply Due)	Outstanding (External Reply Due)
Grand Total	6,483	12,371	11,934	6,920	Increased	5,771	1,149
A1: Deaths	62	376	363	75	Increased	48	27
A2: Survivors Pensions	72	139	157	54	Decreased	34	20
A3: Death Grant Payment	29	112	120	21	Decreased	13	8
A4: Payment of Retirement Benefits	393	981	947	427	Increased	251	176
A5: Estimate of Retirement Benefits	543	1,250	1,338	455	Decreased	323	132
A6: Refunds	564	988	906	646	Increased	482	164
A7: Deferred Benefits	720	750	761	709	Decreased	546	163
A8: LGPS Transfer In	60	27	50	37	Decreased	21	16
A9: LGPS Transfer Out	238	126	177	187	Decreased	171	16
A10: Aggregation	1,184	834	725	1,293	Increased	1,032	261
A11: Non LGPS Transfer In	43	59	69	33	Decreased	23	10
A12: Non LGPS Transfer Out	121	139	123	137	Increased	83	54
A13: Divorces	50	131	134	47	Decreased	39	8
A14: General Correspondence	119	2,108	2,108	119	Same	106	13
A15: Change of Details	9	1,055	1,051	13	Increased	5	8
A16: Lost Pension	27	173	170	30	Increased	15	15
A17: New Joiners	2,111	2,977	2,587	2,501	Increased	2,500	1
A18: Opt Outs	138	146	148	136	Decreased	79	57