

	Case Type	SLA (days)	Number of cases received	Number of cases completed	Number of cases completed within SLA	% of cases completed within SLA
Deaths	Initial Death Notification	15	450	417	347	83
	Survivors Pensions	15	128	125	114	91
	Death Grant Payment	20	104	112	105	94
	Balance of Payments/Overpayment Recovery	15	276	250	222	89
Retirements	Payment of Retirement Benefits	20	792	855	845	98
	Provision of Retirement Estimates	20	1302	1365	1305	95
Early Leavers	Payment of Refunds	20	266	253	238	94
	Provision of Deferred Benefit Statements	60	1123	1007	315	31
Transfers	LGPS Transfer In Estimates	20	170	239	198	83
	Aggregation In Estimates	260	86	243	94	39
	LGPS Transfer Out Estimates	20	132	122	21	17
	LGPS Transfer In Actuals	20	222	46	3	7
	Aggregation In Actual	60	1176	872	320	37
	LGPS Transfer Out Actuals	20	107	86	5	6
	Non LGPS Transfer In Estimates	20	61	73	46	63
	Non LGPS Transfer Out Estimates	20	127	201	67	33
	Non LGPS Transfer In Actuals	20	46	48	10	21
Non LGPS Transfer Out Actuals	20	27	13	7	54	
Divorces	Pension Sharing on Divorce Estimates	6 weeks	93	114	110	96
	Pension Sharing on Divorce Implementations	4 months	2	2	2	100
General	New Starters	30	4276	3818	3407	89
	General Correspondence	15	1491	1585	1445	91
	Change of Details (i.e. address, name, nomination)	10	1246	1282	1265	99
	Opt Outs		43	80	37	46
	Lost Pension		148	154	132	86
Total			13894	13362	10660	80