

	Case Type	SLA (days)	Tolerable Performance (%)	Number of cases open at start of the period	Number of cases received	Number of cases completed	Number of cases completed within SLA	% of cases completed within SLA	Number of cases completed outside of SLA	Average number of days to complete cases	Number of cases open at end of the period
Deaths	Initial Death Notification	15	TBA	69	387	366	356	97%	10	4	76
	Survivors Pensions	15	TBA	49	124	118	88	75%	30	13	51
	Death Grant Payment	20	TBA	144	100	87	31	36%	56	75	156
	Balance of Payments/Overpayment Recovery	15	TBA	66	229	229	211	92%	18	9	60
Retirements	Payment of Retirement Benefits	20	90	303	767	663	481	73%	182	19	376
	Provision of Retirement Estimates	20	TBA	384	1,303	1,140	1,044	92%	96	12	471
Early Leavers	Payment of Refunds	20	TBA	1,768	850	574	259	45%	315	52	1,904
	Provision of Deferred Benefit Statements	60	TBA	3,378	890	430	105	24%	325	143	3,618
Transfers	LGPS Transfer In Estimates	250	TBA	328	88	28	22	79%	6	163	368
	Aggregation In Estimates	260	TBA	1,260	112	68	54	79%	14	164	1,291
	LGPS Transfer Out Estimates	20	TBA	219	102	86	25	29%	61	130	223
	LGPS Transfer In Actuals	20	TBA	177	48	15	2	13%	13	140	209
	Aggregation In Actual	60	TBA	3,215	771	314	90	29%	224	137	3,537
	LGPS Transfer Out Actuals	20	TBA	100	96	42	5	12%	37	53	147
	Non LGPS Transfer In Estimates	20	TBA	42	41	33	2	6%	31	72	45
	Non LGPS Transfer Out Estimates	20	TBA	97	128	113	35	31%	78	43	97
	Non LGPS Transfer In Actuals	20	TBA	167	30	62	3	5%	59	79	131
Non LGPS Transfer Out Actuals	20	TBA	25	20	21	13	62%	8	31	31	
Divorces	Pension Sharing on Divorce Estimates	6 weeks	TBA	31	83	88	88	100%	0	17	21
	Pension Sharing on Divorce Implementations	4 months	TBA	7	2	3	3	100%	0	56	5
General	New Starters	30	TBA	1,197	6,386	7,106	6,071	85%	1,035	11	472
	General Correspondence	15	98	63	2,193	2,190	2,156	98%	34	2	51
	Change of Details (i.e. address, name, nomination)	10	TBA	38	2,481	2,508	2,490	99%	18	0.5	9
	Opt Outs	20	TBA	84	81	73	70	96%	3	4	90
	Lost Pension	20	TBA	15	22	28	19	68%	9	109	9
Total				13,226	17,334	16,385	13,723	84%	2,662	61	13,448