

	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		80	445	398	358	90	40	9	117
	Survivors Pensions	15		55	140	144	124	86	20	20	47
	Death Grant Payment	20		157	110	95	37	39	58	100	163
	Balance of Payments/Overpayment Recovery	15		63	272	265	245	92	20	9	63
Retirements	Payment of Retirement Benefits	20	90	395	705	774	763	98	189	16	302
	Provision of Retirement Estimates	20		487	1099	1101	1018	92	83	11	413
Early Leavers	Payment of Refunds	20		72	270	263	231	88	32	12	66
	Provision of Deferred Benefit Statements	60		3789	1306	389	161	41	228	158	4406
Transfers	LGPS Transfer In Estimates	20		392	513	149	109	73	40	207	658
	Aggregation In Estimates	260		1485	234	237	195	82	42	221	1465
	LGPS Transfer Out Estimates	20		244	110	115	45	39	70	93	191
	LGPS Transfer In Actuals	20		215	160	57	3	5	54	158	311
	Aggregation In Actual	60		3574	1059	572	227	40	345	133	3899
	LGPS Transfer Out Actuals	20		156	90	93	13	14	80	83	147
	Non LGPS Transfer In Estimates	20		50	55	78	43	55	35	27	20
	Non LGPS Transfer Out Estimates	20		109	106	122	64	52	58	27	88
	Non LGPS Transfer Out Actuals	20		136	47	58	8	14	50	71	115
Divorces	Pension Sharing on Divorce Estimates	6 weeks		23	84	77	77	100	0	11	27
	Pension Sharing on Divorce Implementations	4 months		5	1	2	1	50	1	100	4
General	New Starters	30		472	4198	3113	2709	87	404	9	1554
	General Correspondence	15	98	102	1822	1859	1832	99	27	2	51
	Change of Details (i.e. address, name, nomination)	10		9	1707	1710	1706	100	4	0	6
	Opt Outs			91	156	144	142	99	2	1	97
	Lost Pension			9	56	51	50	98	1	2	14
<b>Total</b>				<b>12193</b>	<b>14777</b>	<b>11878</b>	<b>10164</b>	<b>86</b>	<b>1892</b>	<b>61</b>	<b>14266</b>