

	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		81	373	365	286	78	79	12	70
	Survivors Pensions	15		71	125	119	101	84	18	37	69
	Death Grant Payment	20		37	75	79	70	89	9	38	30
	Balance of Payments/Overpayment Recovery	15		73	224	255	219	86	36	9	31
Retirements	Payment of Retirement Benefits	20	90	343	785	766	753	98	13	16	347
	Provision of Retirement Estimates	20		630	1249	1229	1084	88	145	15	608
Early Leavers	Payment of Refunds	20		49	556	441	368	83	73	15	144
	Provision of Deferred Benefit Statements	60		5656	2066	936	148	16	788	166	6272
Transfers	LGPS Transfer In Estimates	20		741	358	36	32	89	4	92	997
	Aggregation In Estimates	260		1587	134	59	9	15	50	1032	1643
	LGPS Transfer Out Estimates	20		253	130	38	7	18	31	108	328
	LGPS Transfer In Actuals	20		352	45	51	4	8	47	203	341
	Aggregation In Actual	60		5101	2000	499	75	15	424	221	6394
	LGPS Transfer Out Actuals	20		164	63	34	6	18	28	101	192
	Non LGPS Transfer In Estimates	20		43	48	14	0	0	14	60	66
	Non LGPS Transfer Out Estimates	20		109	107	80	16	20	64	45	116
	Non LGPS Transfer In Actuals	20		128	12	26	2	8	24	97	107
Non LGPS Transfer Out Actuals	20		29	15	18	5	28	13	40	20	
Divorces	Pension Sharing on Divorce Estimates	6 weeks		61	96	127	50	39	77	37	33
	Pension Sharing on Divorce Implementations	4 months		5	2	3	2	67	1	60	4
General	New Starters	30		159	3786	2966	2957	100	9	1	975
	General Correspondence	15	98	143	1642	1659	1576	95	83	3	79
	Change of Details (i.e. address, name, nomination)	10		33	1474	1484	1441	97	43	2	21
	Opt Outs			171	90	72	66	92	6	27	184
	Lost Pension			10	71	67	51	76	16	8	14
Total				16029	15526	11423	9328	82	2095	98	19085