

	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		57	418	399	382	96	17	7	64
	Survivors Pensions	15		70	160	155	121	78	34	14	74
	Death Grant Payment	20		36	81	85	69	81	16	31	27
	Balance of Payments/Overpayment Recovery	15		40	239	203	194	96	9	4	75
Retirements	Payment of Retirement Benefits	20	90	424	702	713	705	98	8	20	378
	Provision of Retirement Estimates	20		557	1253	1120	767	68	353	17	602
Early Leavers	Payment of Refunds	20		57	299	309	293	95	16	9	42
	Provision of Deferred Benefit Statements	60		6303	1193	1401	298	21	1103	174	5694
Transfers	LGPS Transfer In Estimates	20		1184	699	58	53	91	5	144	1741
	Aggregation In Estimates	260		1711	153	478	273	57	205	417	1362
	LGPS Transfer Out Estimates	20		357	123	238	60	25	178	112	197
	LGPS Transfer In Actuals	20		373	74	58	7	12	51	205	380
	Aggregation In Actual	60		6923	1161	822	320	39	502	172	6993
	LGPS Transfer Out Actuals	20		267	114	117	13	11	104	136	252
	Non LGPS Transfer In Estimates	20		11	66	59	37	63	22	21	16
	Non LGPS Transfer Out Estimates	20		157	107	143	49	34	94	42	108
	Non LGPS Transfer In Actuals	20		124	51	23	7	30	16	47	149
Non LGPS Transfer Out Actuals	20		21	24	12	6	50	6	33	30	
Divorces	Pension Sharing on Divorce Estimates	6 weeks		36	92	108	97	90	11	15	16
	Pension Sharing on Divorce Implementations	4 months		3	2	0	0	0	0	0	4
General	New Starters	30		235	3775	3534	3490	99	44	10	476
	General Correspondence	15	98	147	1999	2060	1980	96	80	2	74
	Change of Details (i.e. address, name, nomination)	10		14	1748	1752	1744	100	8	0	8
	Opt Outs			202	113	96	83	86	13	35	216
	Lost Pension			12	85	83	82	99	1	3	13
Total				19321	14731	14026	11130	79	2896	67	18991