

Appendix 2b

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - Oct 18 - Dec 18			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	96	86	89.58%
Retirement (from Deferred)	Notification of Benefits	23/46 days	74	73	98.65%
Deaths	Notification of Benefits	46 days	79	79	100.00%
Refund of contributions	Notification of Entitlement	46 days	311	311	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	693	693	100.00%
Transfers In	Provision of Quotation	46 days	57	50	87.72%
Transfers Out	Notification of Trf Value	69 days	124	120	96.77%
	Payment of Trf Value	138 days	18	16	88.89%
Estimates	Provision of Quotation	46 days	231	218	94.37%

RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%

Comments where performance has fallen below expected target:-

Retirement (from Active) – the majority of the cases where retirement from active notifications have not been processed in target is due to the late submission of a leaver notification from the Employer.

Transfers In – The majority of these cases were late due to high volumes of work at Senior Pensions Officer level meaning that these cases were taking longer than expected to be checked.

Transfers Out (Payment) – The 2 cases that were late were down to a delay in the member providing all of the necessary discharge forms to allow the transfer to go ahead.