

Appendix 2b

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - Jan 19 - Mar 19			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	75	57	76.00%
Retirement (from Deferred)	Notification of Benefits	23/46 days	59	59	100.00%
Deaths	Notification of Benefits	46 days	101	98	97.03%
Refund of contributions	Notification of Entitlement	46 days	360	360	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	755	755	100.00%
Transfers In	Provision of Quotation	46 days	37	19	51.35%
Transfers Out	Notification of Trf Value	69 days	190	188	98.95%
	Payment of Trf Value	138 days	19	15	78.95%
Estimates	Provision of Quotation	46 days	185	182	98.38%

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 four 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.