

Appendix 2b

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - Jul 19 - Sept 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	105	88	83.81%
Retirement (from Deferred)	Notification of Benefits	23/46 days	119	117	98.32%
Deaths	Notification of Benefits	46 days	91	91	100.00%
Refund of contributions	Notification of Entitlement	46 days	466	466	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	570	570	100.00%
Transfers In	Provision of Quotation	46 days	145	66	45.52%
Transfers Out	Notification of Trf Value	69 days	289	282	97.58%
	Payment of Trf Value	138 days	17	17	100.00%
Estimates	Provision of Quotation	46 days	177	163	92.09%
Divorce	Provision of Quotation	69 days	86	65	75.58%
	Application of Order	92 days	6	5	83.33%
Starters	Statutory Notice Issued	46 days	959	949	98.96%

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.