

Appendix 1a

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - Apr 20 - Jun 20			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	73	61	83.56%
Retirement (from Deferred)	Notification of Benefits	23/46 days	54	52	96.30%
Deaths	Notification of Benefits	46 days	91	91	100.00%
Refund of contributions	Notification of Entitlement	46 days	284	284	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	511	511	100.00%
Transfers In	Provision of Quotation	46 days	69	49	71.01%
Transfers Out	Notification of Trf Value	69 days	97	96	98.97%
	Payment of Trf Value	138 days	16	16	100.00%
Estimates	Provision of Quotation	46 days	49	28	57.14%
Divorce	Provision of Quotation	69 days	50	46	92.00%
	Application of Order	92 days	1	1	100.00%
Starters	Statutory Notice Issued	46 days	690	686	99.42%

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

Comments where performance has fallen below expected target:-

Retirement (from Active) – New processes have been adopted to accommodate working from home using Secure Share where possible and if this couldn't be used initially we were only going into the office once a week to print.

Transfers In – Due to working from home and lockdown restrictions with access to the office these cases were initially not a priority and our main focus was on paying benefits, transfer in cases were delayed at print stage causing a backlog.

Estimates – Again due to working from home and lockdown restrictions and access to the office there has been delays with processing the request then checking the work and finally there has been a delay with printing and sending the information out.