

Appendix 2a

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - October 20 - December 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	76	63	82.89%
Retirement (from Deferred)	Notification of Benefits	23/46 days	72	68	94.44%
Deaths	Notification of Benefits	46 days	86	86	100.00%
Refund of contributions	Notification of Entitlement	46 days	192	192	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	313	313	100.00%
Transfers In	Provision of Quotation	46 days	40	34	85.00%
Transfers Out	Notification of Trf Value	69 days	48	46	95.83%
	Payment of Trf Value	138 days	14	14	100.00%
Estimates	Provision of Quotation	46 days	107	106	99.07%
Divorce	Provision of Quotation	69 days	55	50	90.91%
	Application of Order	92 days	2	2	100.00%
Starters	Statutory Notice Issued	46 days	323	230	71.21%

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

Comments where performance has fallen below expected target:-

Retirements – Home working and lockdown restrictions with further limited access to the office has impacted case work completion. We have also experienced a number of delays with obtaining information from employers once a member has left.

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 are currently delayed at print stage causing a backlog.

Starters – The delays have been due to the late submission of some i-Connect monthly returns causing a backlog of starters once the data has been loaded to the system.