

Appendix 2a

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - January 21 - March 21			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	113	76	67.26%
Retirement (from Deferred)	Notification of Benefits	23/46 days	158	152	96.20%
Deaths	Notification of Benefits	46 days	79	79	100.00%
Refund of contributions	Notification of Entitlement	46 days	286	286	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	376	376	100.00%
Transfers In	Provision of Quotation	46 days	79	69	87.34%
Transfers Out	Notification of Trf Value	69 days	182	145	79.67%
	Payment of Trf Value	138 days	79	77	97.47%
Estimates	Provision of Quotation	46 days	134	115	85.82%
Divorce	Provision of Quotation	69 days	78	71	91.03%
	Application of Order	92 days	0	0	N/A
Starters	Statutory Notice Issued	46 days	2786	2458	88.23%

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 are not a priority and our main focus is on paying benefits, transfer in cases are currently delayed at print stage causing a backlog.

Transfer out – Due to working from home and limited access to the office with the increase in numbers these tasks are not as high a priority.

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.