London Borough of Barnet Pension Fund

Total outstanding non-workable cases as at 18th Oct 2019 = 1685

Task	Owner	RAG rating	Oct-19 14/10	21/10	28/10	Nov-19 04/11	11/11	18/11	25/11	02/12	Dec-19 09/12	16/12	23/12	25/02	Jan-20 30/12	06/01	13/01	20/01	27/01	Owner
Non workable cases																				
Determine age profile of outstanding cases				X																Operations Manager
Determine status of member record				X																Operations Manager
Review & process Bereavement cases (75)																				
Triage outstanding cases to determine if can be worked				X																Admin & support staff
Issue reminders to relevant parties				X																Admin & support staff
Complete any workable cases					X															
Issue 2nd reminder afer 20 working days						X														Admin & support staff
Issue final reminder afer 15 working days										X										Admin & support staff
Close case if no response after 10 working days													X							Admin & support staff
Review & process Retirement cases (63)																				
Triage outstanding cases to determine if can be worked		Pensions Team			X															Admin & support staff
Issue reminders to relevant parties		Pensions Team			X															Admin & support staff
Complete any workable cases						X	X													
Issue 2nd reminder afer 20 working days		Pensions Team							X											Admin & support staff
Issue final reminder afer 15 working days											X									Admin & support staff
Close case if no response after 10 working days														X						Admin & support staff
Review & process Transfer cases (152)																				
Triage outstanding cases to determine if can be worked		Pensions Team				X														Admin & support staff
Issue reminders to relevant parties		Pensions Team				X														Admin & support staff
Complete any workable cases							X	X												Admin & support staff
Issue 2nd reminder afer 20 working days		Pensions Team								X										Admin & support staff
Issue final reminder afer 15 working days												X								Admin & support staff
Close case if no response after 10 working days															X					Admin & support staff
Review & process Leaver cases (933)																				
Triage outstanding cases to determine if can be worked		Pensions Team					X	X												Admin & support staff
Issue reminders to relevant parties		Pensions Team					X	X												Admin & support staff
Complete any workable cases								X	X	X	X	X	X	X	X	X	X	X	X	
Issue 2nd reminder afer 20 working days		Pensions Team								X	X	X	X	X	X	X	X	X	X	Admin & support staff
Issue final reminder afer 15 working days													X	X	X	X	X	X	X	Admin & support staff
Close case if no response after 10 working days															X	X	X			Admin & support staff
Review & process other cases (462)		Pensions Team																		
Triage outstanding cases to determine if can be worked		Pensions Team								X										Admin & support staff
Issue reminders to relevant parties		Pensions Team								X										Admin & support staff
Complete any workable cases															X	X	X	X	X	Admin & support staff
Issue 2nd reminder afer 20 working days		Pensions Team														X				Admin & support staff
Issue final reminder afer 15 working days																	X			Admin & support staff
Close case if no response after 10 working days																			X	Admin & support staff