



Weekly Client Reporting - London
Borough of Barnet
Monday 04 November 2019

Prepared By:

Capita

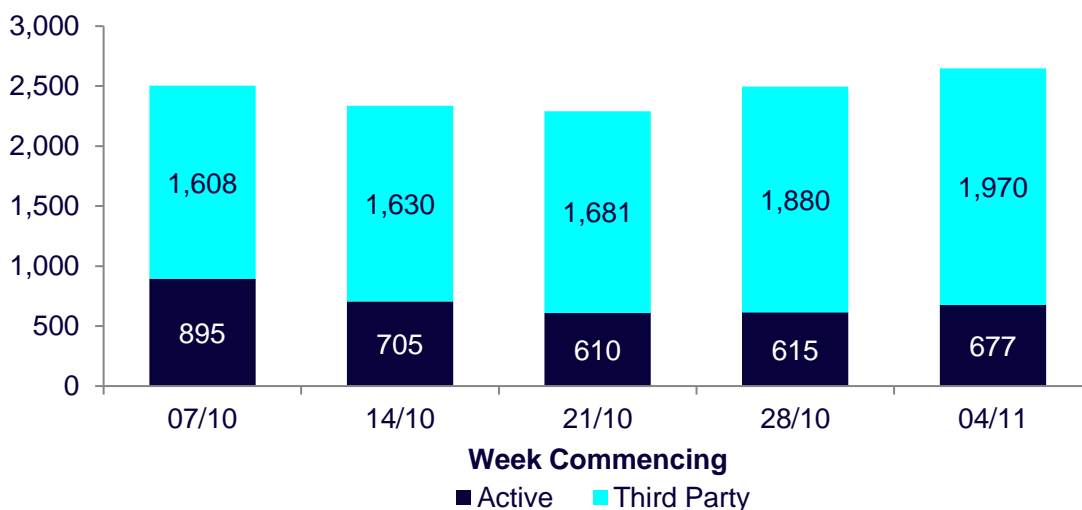
04/11/2019

www.capitaemployeesolutions.co.uk

1. Work in progress (WIP)

The work position is split between active cases that are workable and third party cases that are pending an action (e.g. awaiting forms from the member). These are sub divided between the cases within SLA and the cases outside of SLA. Please note that this excludes internal SLAs that are not covered by the contract.

| Active / TP | Status | 05/08 | Rolling five weeks | | | | |
|-------------|------------|-------|--------------------|-------|-------|-------|-------|
| | | | 07/10 | 14/10 | 21/10 | 28/10 | 04/11 |
| Active | In SLA | 201 | 328 | 403 | 417 | 461 | 568 |
| | Out of SLA | 889 | 567 | 302 | 193 | 154 | 109 |
| Third Party | In SLA | 1,357 | 1,503 | 1,482 | 1,497 | 1,682 | 1,766 |
| | Out of SLA | 56 | 105 | 148 | 184 | 198 | 204 |



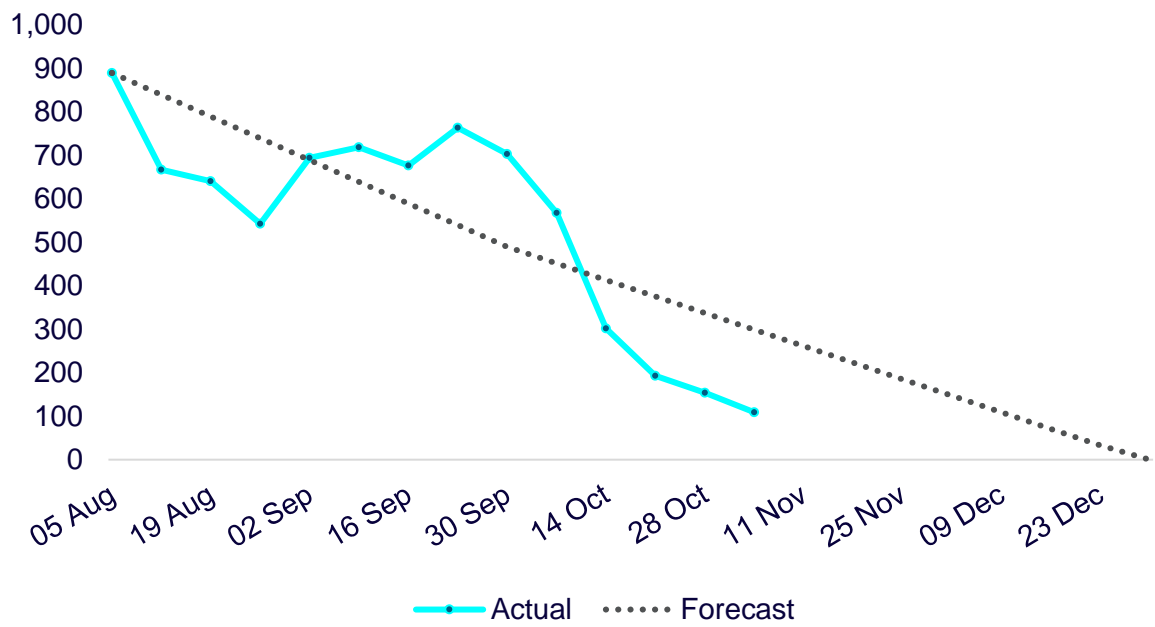
The current breakdown based on active cases is as follows:

| Category | Pass | Fail | Fail Age Profile | | | |
|--------------|------------|------------|------------------|-----------|----------|----------|
| | | | 0-15 | 16-30 | 31-60 | 61+ |
| Deaths | 9 | 2 | 0 | 2 | 0 | 0 |
| Enquiries | 97 | 26 | 23 | 3 | 0 | 0 |
| Estimates | 29 | 11 | 2 | 9 | 0 | 0 |
| Leavers | 49 | 8 | 4 | 3 | 0 | 1 |
| Retirements | 104 | 16 | 7 | 9 | 0 | 0 |
| Transfers | 33 | 20 | 3 | 17 | 0 | 0 |
| Other | 247 | 26 | 11 | 15 | 0 | 0 |
| Total | 568 | 109 | 50 | 58 | 0 | 1 |

2. Active Fail Position

The table below tracks the outstanding active backlog against the forecasted recovery plan:

| Date | Active Fails | Forecast |
|------------|--------------|----------|
| 05/08/2019 | 889 | 889 |
| 12/08/2019 | 667 | 839 |
| 19/08/2019 | 640 | 789 |
| 26/08/2019 | 542 | 739 |
| 02/09/2019 | 694 | 689 |
| 09/09/2019 | 718 | 639 |
| 16/09/2019 | 676 | 589 |
| 23/09/2019 | 763 | 539 |
| 30/09/2019 | 703 | 489 |
| 07/10/2019 | 567 | 451 |
| 14/10/2019 | 302 | 413 |
| 21/10/2019 | 193 | 375 |
| 28/10/2019 | 154 | 337 |
| 04/11/2019 | 109 | 299 |
| 11/11/2019 | | 261 |
| 18/11/2019 | | 223 |
| 25/11/2019 | | 185 |
| 02/12/2019 | | 147 |
| 09/12/2019 | | 109 |
| 16/12/2019 | | 71 |
| 23/12/2019 | | 33 |
| 30/12/2019 | | 0 |



3. Operational Commentary

Progress against plan continues to be made.

Third party triage of cases is complete and we are now in a position to contact the relevant 3rd parties in an attempt to progress the cases. Initial reminders will be issued for bereavement cases, before moving onto retirements and transfers.

We are now beginning to receive responses to the letters issued to deferred members over NPA who hadn't claimed their retirement benefits. Of the 273 letters issued we have had contact from 60 members over the course of last week. The next stage of these cases is to review salary information and contact employers for any missing details. Once received we can undertake a calculation and issue options to the members.