London Borough of Barnet Pension Fund

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

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