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																	