



Weekly Client Reporting - London  
Borough of Barnet  
Monday 08 June 2020

Prepared By:

**Capita**

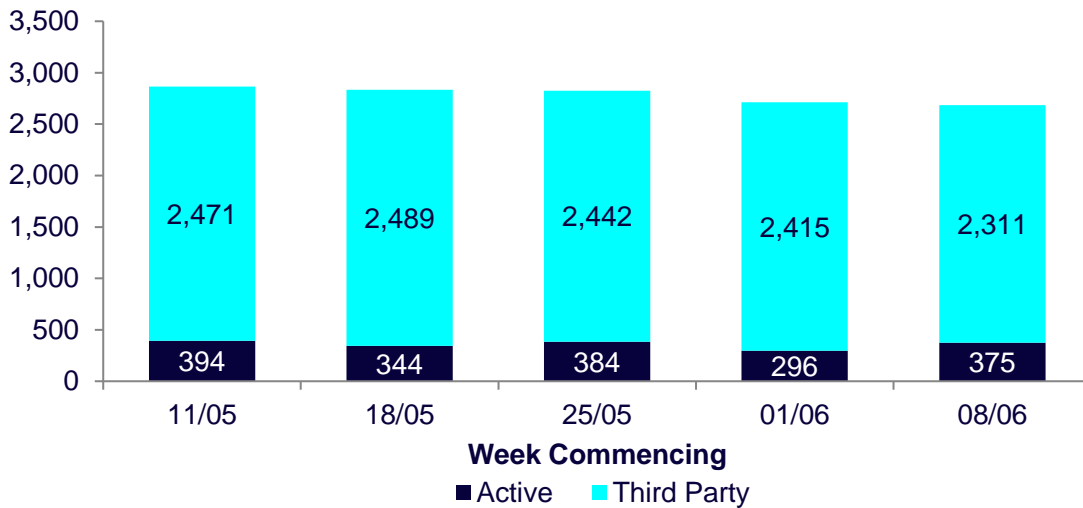
08/06/2020

[www.capitaemployeesolutions.co.uk](http://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.

			Rolling five weeks				
Active / TP	Status	05/08	11/05	18/05	25/05	01/06	08/06
Active	In SLA	201	365	305	341	277	372
	Out of SLA	889	29	39	43	19	3
Third Party	In SLA	1,357	2,331	2,351	2,307	2,286	2,190
	Out of SLA	56	140	138	135	129	121



The current breakdown based on active cases is as follows:

Category	Pass	Fail	Fail Age Profile			
			0-15	16-30	31-60	61+
Deaths	23	0	0	0	0	0
Enquiries	93	0	0	0	0	0
Estimates	10	0	0	0	0	0
Leavers	64	0	0	0	0	0
Retirements	55	1	1	0	0	0
Transfers	24	0	0	0	0	0
Other	103	2	2	0	0	0
<b>Total</b>	<b>372</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 2. Operational Commentary

The volume of work outstanding has increased; however, we now only have 3 workable cases outside of SLA. All 3 cases are 1 day outside of SLA.

A further review of outstanding cases where members had not claimed their retirement benefits at NRD will be undertaken over the coming week to determine what next steps can be taken with the remaining cases.

Additional reports are attached which provide information in relation to the assumed leaver cases. The volume of cases has now reduced from 930 to 630.

Information in relation to outstanding non workable (3<sup>rd</sup> party cases) is also attached. Volume of cases has reduced to 863

We have yet to see an influx of responses from the 740 leaver cases sent to Mark Fox and Capita HR. The additional information requested by Capita HR was provided.

Reminders for the remaining leaver cases (374) and the retirement cases (286) were completed by the end of last week.

A review of bereavement cases and lost contact cases will be allocated for completion this week.

In total, the team supporting have reviewed and taken action where possible on 1,400 cases. As we receive responses to all these reminders, we plan to allocate the resulting work between the core team and the additional resource depending on the volumes in each area of work.