



Weekly Client Reporting - London  
Borough of Barnet  
Monday 10 August 2020

Prepared By:

**Capita**

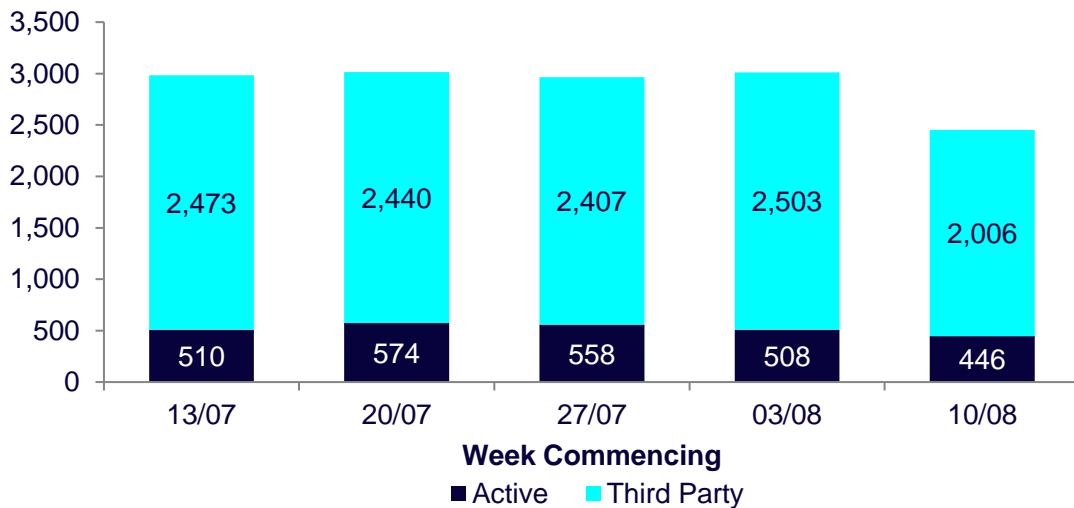
10/08/2020

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# 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				
			13/07	20/07	27/07	03/08	10/08
Active	In SLA	201	478	574	541	434	413
	Out of SLA	889	32		17	74	33
Third Party	In SLA	1,357	2,363	2,336	2,303	2,397	1,889
	Out of SLA	56	110	104	104	106	117



The current breakdown based on active cases is as follows:

Category	Pass	Fail	Fail Age Profile			
			0-15	16-30	31-60	61+
Deaths	22	0	0	0	0	0
Enquiries	133	2	2	0	0	0
Estimates	16	0	0	0	0	0
Leavers	20	0	0	0	0	0
Retirements	14	0	0	0	0	0
Transfers	43	24	24	0	0	0
Other	165	7	7	0	0	0
<b>Total</b>	<b>413</b>	<b>33</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 2. Operational Commentary

An improved position as both the volume of workable cases, including fails, have reduced.

There are no workable failed cases in the priority categories for bereavement and retirement.

We are moving into the peak holiday period but we will continue to complete the priority categories first throughout this period.

The outstanding cases where members had not claimed their retirement benefits at NRD. From the letters issued 145 are now in payment, 29 are currently in progress as we respond to enquiries. The remaining cases are now closed as we have received no response from members.

Additional reports are attached which provide information in relation to the assumed leaver cases. The volume of cases has now reduced from 930 to 557.

Information in relation to outstanding non workable (3<sup>rd</sup> party cases) is also attached. Volume of cases has reduced to 627.

Deferred members with no ABS (assumed leavers) has reduced from 1440 to 1394.

The triaging of cases continues with reminders being issued where required and cases closed where no responses are received from the members. As a result, the volume of 3<sup>rd</sup> party cases is now beginning to show a reduction.