

East Sussex Pensions Administration - Key Performance Indicators 2018_19

	Activity	Measure	Impact	Target	Feb-18		Mar-18		Apr-18		May-18		Jun-18		Jul-18	
	Scheme members	Pensioners, Active & Deferred			74098		74187		74232		74378		74788		76344	
	New starters set up				317		476		423		413		419		332	
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	11	100%	12	100%	13	100%	12	100%	7	100%	13	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	8	100%	4	100%	3	100%	11	100%	13	100%	12	100%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	104	95%	109	89%	81	93%	143	99%	122	97%	127	99%
2b	Payment of lump sum made	within 5 days	H	95%	89	88%	94	97%	123	95%	91	98%	112	96%	109	99%
3	Calculation of spouses benefits	within 5 days	M	90%	28	100%	15	87%	13	92%	20	100%	15	93%	20	95%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	27	96%	43	100%	27	100%	34	100%	13	100%	29	93%
4b	Transfers In - Payments	within 10 days	L	90%	16	100%	25	100%	21	100%	32	97%	17	94%	13	100%
5a	Transfers Out - Quote	within 25 days	L	90%	29	97%	25	100%	18	100%	37	97%	26	100%	15	100%
5b	Transfers Out - Payments	within 25 days	L	90%	7	100%	9	100%	9	100%	7	100%	5	100%	6	100%
6a	Employer estimates provided	within 7 days	M	95%	53	89%	51	96%	121	93%	41	100%	53	96%	26	96%
6b	Employee projections provided	within 10 days	L	95%	31	84%	48	85%	31	100%	49	100%	54	96%	41	95%
7	Refunds	within 10 days	L	95%	37	100%	56	100%	32	100%	49	98%	60	100%	38	97%
8	Deferred benefit notifications	within 25 days	L	95%	129	99%	179	100%	138	100%	168	98%	185	100%	196	100%
9	Complaints received- Admin					0		0		3		1		0		0
	Complaints received- Regulatory															
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%												
11	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%												
12	Compliments received					28		31		5		4		1		2

OVERDUE CASES RED-AMBER					FEB		MAR	APR	MAY	MAY	MAY
2a	Retirement notification acknowledged, recorded and documentation sent						12 Cases Overdue by avge of 6 days. Longest Overdue 22 Days	6 Cases overdue by avge of 4 days. Longest overdue 8 days.			
1b	Award dependent benefits (Death Grants)										
2b	Payment of lump sum made				11 Cases Overdue by avge of 10 days. Longest Overdue 32 Days						
5b	Transfers Out - Payments										
6a	Employer estimates provided				6 Cases overdue by avge 3 Days. Longest overdue 4 days.			9 Overdue by avge of 6 Days. Longest overdue 15 Days			
6b	Employee projections provided				5 Overdue by avge 5 days. Longest overdue 12 days		7 Overdue by avge 5 days. Longest overdue 12 days				