

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	
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
	Scheme members	Pensioners, Active & Deferred			74098		74187		74232		74378		74788		76344	
	New starters set up				317		476		423		413		419		332	
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 Complaints received- Regulatory					0		0		3		1		0		0
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				