

East Sussex Pensions Administration - Key Performance Indicators 2018_19

	Activity	Measure	Impact	Target	Apr-18		May-18		Jun-18		Jul-18		Aug-18		Sep-18	
	Scheme members	Pensioners, Active & Deferred			74232		74378		74788		76344		75052		75113	
	New starters set up				423		413		419		332		599		258	
					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%	13	100%	12	100%	7	100%	13	100%	5	100%	8	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	3	100%	11	100%	13	100%	12	100%	6	83%	6	83%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	81	93%	143	99%	122	97%	127	99%	137	99%	126	88%
2b	Payment of lump sum made	within 5 days	H	95%	123	95%	91	98%	112	96%	109	99%	98	98%	138	96%
3	Calculation of spouses benefits	within 5 days	M	90%	13	92%	20	100%	15	93%	20	95%	8	100%	8	100%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	27	100%	34	100%	13	100%	29	93%	21	100%	24	100%
4b	Transfers In - Payments	within 10 days	L	90%	21	100%	32	97%	17	94%	13	100%	19	95%	9	100%
5a	Transfers Out - Quote	within 25 days	L	90%	18	100%	37	97%	26	100%	15	100%	23	100%	16	94%
5b	Transfers Out - Payments	within 25 days	L	90%	9	100%	7	100%	5	100%	6	100%	6	100%	11	82%
6a	Employer estimates provided	within 7 days	M	95%	121	93%	41	100%	53	96%	26	96%	26	96%	22	77%
6b	Employee projections provided	within 10 days	L	95%	31	100%	49	100%	54	96%	41	95%	30	93%	33	85%
7	Refunds	within 10 days	L	95%	32	100%	49	98%	60	100%	38	97%	47	100%	49	100%
8	Deferred benefit notifications	within 25 days	L	95%	138	100%	168	98%	185	100%	196	100%	168	99%	166	100%
9	Complaints received- Admin					3		1		0		0		0		2
	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					5		4		1		2		1		0

OVERDUE CASES RED-AMBER APR MAY JUNE JULY AUGUST SEPT

2a	Retirement notification acknowledged, recorded and documentation sent
1b	Award dependent benefits (Death Grants)
2a	Retirement notification acknowledged, recorded and documentation sent
5b	Transfers Out - Payments
6a	Employer estimates provided
6b	Employee projections provided

6 Cases overdue by avge of 4 days. Longest overdue 8 days.
9 Overdue by avge of 6 Days. Longest overdue 15 Days

1 Case overdue by 1 day.

1 Case overdue by 1 day.

15 Cases overdue by avge of 4 days. Longest overdue 7 days.

2 Cases overdue by avge of 2.5 days. Longest overdue 4 days.

5 Cases overdue by avge of 4 days. Longest overdue 9 days.

2 Tasks over due by avg of 1.5 Days. Longest overdue 2 Days

5 Cases overdue by avge of 8 days. Longest overdue 24 days.