

Appendix 5 - Pensions KPI Scorecard

East Sussex Pensions Administration - Key Performance Indicators 2018\_19

|                              | Activity  | Measure                                      | Impact | Target | Nov-18     |       | Dec-18     |       | Jan-19     |       | Feb-19     |       | Mar-19     |       | Apr-19     |       |
|------------------------------|---|--|--------|--------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|------------|-------|
|                              | Scheme members  | Pensioners, Active & Deferred                |        |        | 75588      |       | 75699      |       | 75643      |       | 75502      |       | 75866      |       | 76247      |       |
|                              | New starters set up   |  |        |        | 816        |       | 326        |       | 242        |       | 434        |       | 410        |       | 547        |       |
|                              |   |  |        |        | 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%    | 6          | 100%  | 3          | 100%  | 6          | 100%  | 12         | 100%  | 8          | 100%  | 9          | 100%  |
| 1b                           | Award dependent benefits (Death Grants)                               | within 5 days                                | H      | 95%    | 7          | 100%  | 13         | 92%   | 7          | 86%   | 7          | 100%  | 10         | 100%  | 7          | 72%   |
| 2a                           | Retirement notification acknowledged, recorded and documentation sent | within 5 days                                | M      | 95%    | 152        | 90%   | 70         | 93%   | 106        | 98%   | 121        | 98%   | 125        | 98%   | 100        | 94%   |
| 2b                           | Payment of lump sum made  | within 5 days                                | H      | 95%    | 128        | 95%   | 81         | 95%   | 102        | 97%   | 93         | 100%  | 89         | 99%   | 131        | 100%  |
| 3                            | Calculation of spouses benefits                                       | within 5 days                                | M      | 90%    | 18         | 94%   | 11         | 100%  | 20         | 100%  | 20         | 100%  | 15         | 100%  | 12         | 100%  |
| 4a                           | Transfers In - Quote (Values)   | within 10 days                               | L      | 90%    | 9          | 100%  | 10         | 100%  | 33         | 100%  | 56         | 98%   | 50         | 100%  | 27         | 93%   |
| 4b                           | Transfers In - Payments   | within 10 days                               | L      | 90%    | 18         | 94%   | 7          | 100%  | 8          | 100%  | 15         | 86%   | 23         | 91%   | 28         | 100%  |
| 5a                           | Transfers Out - Quote   | within 25 days                               | L      | 90%    | 14         | 93%   | 19         | 95%   | 30         | 93%   | 48         | 98%   | 32         | 97%   | 21         | 95%   |
| 5b                           | Transfers Out - Payments  | within 25 days                               | L      | 90%    | 9          | 78%   | 2          | 100%  | 9          | 100%  | 25         | 92%   | 7          | 100%  | 5          | 100%  |
| 6a                           | Employer estimates provided   | within 7 days                                | M      | 95%    | 68         | 93%   | 70         | 89%   | 30         | 93%   | 22         | 96%   | 21         | 95%   | 41         | 83%   |
| 6b                           | Employee projections provided   | within 10 days                               | L      | 95%    | 52         | 88%   | 36         | 95%   | 29         | 97%   | 39         | 95%   | 60         | 97%   | 50         | 98%   |
| 7                            | Refunds   | within 10 days                               | L      | 95%    | 61         | 98%   | 22         | 100%  | 83         | 100%  | 40         | 100%  | 76         | 100%  | 35         | 100%  |
| 8                            | Deferred benefit notifications  | within 25 days                               | L      | 95%    | 282        | 97%   | 262        | 99%   | 453        | 98%   | 193        | 98%   | 282        | 100%  | 164        | 99%   |
| <b>TOTAL TASKS COMPLETED</b> |   |  |        |        | <b>824</b> |       | <b>606</b> |       | <b>916</b> |       | <b>691</b> |       | <b>798</b> |       | <b>630</b> |       |
| 9                            | Complaints received- Admin  |  |        |        |            | 0     |            | 0     |            | 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  |  |        |        |            | 3     |            | 2     |            | 2     |            | 2     |            |       |            |       |

| OVERDUE CASES - Analysis |   | NOV                                 | DEC                                | JAN                      | FEB | MAR | APR                                  |
|--------------------------|---|-------------------------------------|------------------------------------|--------------------------|-----|-----|--------------------------------------|
| 2a                       | Retirement notification acknowledged, recorded and documentation sent | 15 Cases overdue by avge of 3 days. | 5 Cases Overdue by avge of 3 days. |                          |     |     | 6 Cases Overdue by avge of 1.5 days. |
| 1b                       | Award dependent benefits (Death Grants)                               |                                     | 1 Case overdue by 13 Days          | 1 Case overdue by 3 Days |     |     | 2 Cases Overdue by avge of 1.5 days. |
| 2b                       | Payment of lump sum made  |                                     |                                    |                          |     |     |                                      |
| 4a                       | Transfers In - Quote (Values)   |                                     |                                    |                          |     |     | 2 Cases Overdue by avge of 10 days.  |

| OVERDUE CASES - Analysis |                               | NOV | DEC   | JAN                                     | FEB                                     | MAR | APR                                   |
|--------------------------|-------------------------------|-----|---|---|---|-----|---------------------------------------|
| 4b                       | Transfers In - Payments       |     |   |   | 2 Cases Overdue by<br>avge of 1.5 days. |     |                                       |
| 5b                       | Transfers Out - Payments      |     | 2 Cases overdue by<br>avge of 7 days.       |   |   |     |                                       |
| 6a                       | Employer estimates provided   |     | 5 Cases overdue by<br>avge 6 days. Longest  | 8 Cases overdue by<br>avge of 1.5 Days. | 2 Cases overdue by<br>avge of 4 Days.   |     | 7 Cases Overdue by<br>avge of 2 days. |
| 6b                       | Employee projections provided |     | 6 cases Overdue by<br>avge 10 days. Longest |   |   |     |                                       |