

East Sussex Pensions Administration - Key Performance Indicators 2019

Activity	Measure	Impact	Target	Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		
	Scheme members	Pensioners, Active & Deferred		75502		75866		76247		76287		75647		75761		
	New starters set up			434		410		547		225		424		372		
				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%	12	100%	8	100%	9	100%	17	100%	9	100%	5	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	7	100%	10	100%	7	72%	8	100%	6	100%	7	100%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	121	98%	125	98%	100	94%	97	97%	86	98%	103	97%
2b	Payment of lump sum made	within 5 days	H	95%	93	100%	89	99%	131	100%	119	95%	94	100%	106	100%
3	Calculation of spouses benefits	within 5 days	M	90%	20	100%	15	100%	12	100%	15	100%	16	100%	15	100%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	56	98%	50	100%	27	93%	28	100%	30	100%	39	100%
4b	Transfers In - Payments	within 10 days	L	90%	15	86%	23	91%	28	100%	10	100%	19	100%	18	100%
5a	Transfers Out - Quote	within 25 days	L	90%	48	98%	32	97%	21	95%	26	100%	27	97%	23	91%
5b	Transfers Out - Payments	within 25 days	L	90%	25	92%	7	100%	5	100%	11	100%	9	90%	9	100%
6a	Employer estimates provided	within 7 days	M	95%	22	96%	21	95%	41	83%	31	81%	32	97%	23	96%
6b	Employee projections provided	within 10 days	L	95%	39	95%	60	97%	50	98%	64	97%	35	91%	34	91%
7	Refunds	within 10 days	L	95%	40	100%	76	100%	35	100%	30	97%	45	96%	37	100%
8	Deferred benefit notifications	within 25 days	L	95%	193	98%	282	100%	164	99%	147	100%	197	100%	171	98%
TOTAL TASKS COMPLETED				691		798		630		603		605		590		
9	Complaints received- Admin Complaints received- Regulatory				0				2		1		0			
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%												
11	scheme member satisfaction rating (from 1 Click email feedback)				34	95%	30	90%	46	79%	26	85%				
12	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%												
13	Compliments received				2				1		1		2			

OVERDUE CASES RED-AMBER

2a	Retirement notification acknowledged, recorded and documentation sent
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FEB

MAR

APR

MAY

6 Cases
Overdue
by avge of
1.5 days.
Longest
overdue
by 4 days

1b	Award dependent benefits (Death Grants)
2b	Payment of lump sum made
4a	Transfers In - Quote (Values)
4b	Transfers In - Payments
5b	Transfers Out - Payments
6a	Employer estimates provided
6b	Employee projections provided

2 Cases
Overdue
by avge of
1.5 days.
Longest
overdue
by 2 days

2 Cases
Overdue
by avge of
1.5 days.
Longest
overdue
by 2 days

2 Cases
Overdue
by avge of
10 days.
Longest
overdue
by 10
days

7 Cases
Overdue
by avge of
2 days.
Longest
overdue
by 5 days

6 cases over due, max days 4 days, average 2

3 cases overdue. Average of 6 days

7 cases overdue. Reply due not being utilised. 4 with sufficient narrative. 3 without.