

East Sussex Pensions Administration - Key Performance Indicators 2019

	Activity	Measure	Impact	Target	Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19	
	Scheme members	Pensioners, Active & Deferred			76247		76287		75647		75761		75619		75775	
	New starters set up				547		225		424		372		241		339	
					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%	9	100%	17	100%	9	100%	5	100%	11	100%	4	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	7	72%	8	100%	6	100%	7	100%	9	100%	3	100%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	100	94%	97	97%	86	98%	103	97%	84	96%	73	99%
2b	Payment of lump sum made	within 5 days	H	95%	131	100%	119	95%	94	100%	106	100%	122	96%	133	99%
3	Calculation of spouses benefits	within 5 days	M	90%	12	100%	15	100%	16	100%	15	100%	13	100%	11	100%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	27	93%	28	100%	30	100%	39	100%	21	100%	14	93%
4b	Transfers In - Payments	within 10 days	L	90%	28	100%	10	100%	19	100%	18	100%	17	100%	15	94%
5a	Transfers Out - Quote	within 25 days	L	90%	21	95%	26	100%	27	97%	23	91%	25	100%	19	100%
5b	Transfers Out - Payments	within 25 days	L	90%	5	100%	11	100%	9	90%	9	100%	14	100%	14	94%
6a	Employer estimates provided	within 7 days	M	95%	41	83%	31	81%	32	97%	23	96%	48	91%	31	81%
6b	Employee projections provided	within 10 days	L	95%	50	98%	64	97%	35	91%	34	91%	27	97%	30	87%
7	Refunds	within 10 days	L	95%	35	100%	30	97%	45	96%	37	100%	45	100%	63	100%
8	Deferred benefit notifications	within 25 days	L	95%	164	99%	147	100%	197	100%	171	98%	92	100%	112	100%
	TOTAL TASKS COMPLETED				630		603		605		590		528		522	
9	Complaints received- Admin					2		1		0		0		0		0
	Complaints received- Regulatory															
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%												
11	scheme member satisfaction rating (from 1 Click email feedback)				46	79%	26	85%	35	91%	56	98%	56	80%		
12	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%												
13	Compliments received					1		1		2		0		1		0

OVERDUE CASES RED-AMBER

APR

MAY

AUG

SEPT

	Activity	Measure	Impact	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
2a	Retirement notification acknowledged, recorded and documentation sent				6 Cases Overdue by avge of 1.5 days. Longest overdue by 4 days					
1b	Award dependent benefits (Death Grants)				2 Cases Overdue by avge of 1.5 days. Longest overdue by 2 days					
2b	Payment of lump sum made									2 CAESES OVERDUE BY AVERAGE OF 1 DAY.
3	Calculation of spouses benefits									
4a	Transfers In - Quote (Values)				2 Cases Overdue by avge of 10 days. Longest overdue by 10 days					
4b	Transfers In - Payments									
5b	Transfers Out - Payments									
6a	Employer estimates provided				7 Cases Overdue by avge of 2 days. Longest overdue by 5 days	6 cases over due, max days 4 days, average 2			5 cases late. 1 case by 3 days and the other 4 cases by 1 day	6 cases overdue by an average of 7 days

	Activity	Measure	Impact	Target	Apr-19	May-19	Jun-19		Jul-19		Aug-19		Sep-19	
										7 cases overdue. Reply due not being utilised. 4 with sufficient narrative. 3 without.				
6b	Employee projections provided							3 cases overdue. Average of 6 days						4 cases overdue by an average of 9 days
8	Deferred benefit (DB5YE)										71	100%	160	100%