East Sussex Pensions Administration - Key Performance Indicators 2019/20

	Activity	Measure	Impact	Target	Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20	
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
	Scheme members	Pensioners, Active & Deferred			75619		75775		75944		76266		76417		76570	
	New starters set up				241		339		356		645		382		358	
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	11	100%	4	100%	4	100%	16	100%	9	100%	29	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	9	100%	3	100%	11	100%	12	100%	2	100%	7	100%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	84	96%	73	99%	73	93%	71	90%	62	100%	66	96%
2b	Payment of lump sum made	within 5 days	H	95%	122	96%	133	99%	111	100%	103	98%	63	96%	118	98%
3	Calculation of spouses benefits	within 5 days	M	90%	13	100%	11	100%	26	96%	14	100%	16	100%	23	100%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	21	100%	14	93%	38	92%	21	100%	28	97%	54	99%
4b	Transfers In - Payments	within 10 days	L	90%	17	100%	15	94%	24	100%	21	100%	20	95%	33	100%
5a	Transfers Out - Quote	within 25 days	L	90%	25	100%	19	100%	32	100%	29	100%	19	100%	49	100%
5b	Transfers Out - Payments	within 25 days	L	90%	14	100%	14	94%	24	100%	13	100%	7	100%	25	96%
6a	Employer estimates provided	within 7 days	M	95%	48	91%	31	81%	34	92%	30	83%	50	96%	29	90%
6b	Employee projections provided	within 10 days	L	95%	27	97%	30	87%	34	77%	22	91%	19	95%	17	89%
7	Refunds	within 10 days	L	95%	45	100%	63	100%	43	100%	54	100%	67	98%	82	100%
8	Deferred benefit notifications	within 25 days	L	95%	92	100%	112	100%	175	99%	225	100%	157	100%	465	100%
	TOTAL TASKS COMPLETED				528		522		629		631		519		997	
9	Complaints received- Admin						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)				56	80%										
12	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%												
13	Compliments received						1		0							

ID	Description	AUG	SEPT	OCT	NOV	NOV
2a	Retirement notification acknowledged, recorded and documentation sent			however these are all november diary cases do have been processed in time / 13 CASES OVERDUE BY AN AVERAGE OF 7 DAYS	8 overdue average of 1.75 days	
1b	Award dependent benefits (Death Grants)					
2b	Payment of lump sum made		2 CASES OVERDUE BY AVERAGE OF 1 DAY.			
3	Calculation of spouses benefits					
4a	Transfers In - Quote (Values)					
4b	Transfers In - Payments					
5b	Transfers Out - Payments					
6a	Employer estimates provided	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	3 CASES OVERDUE BY AN AVERAGE OF 3 DAYS	5 overdue average of 4.6 days	3 tasks overdue by average of 2 days
6b	Employee projections provided		4 cases overdue by an average of 9 days	11 CASES OVERDUE BY AN AVERAGE OF 6 DAYS		2 tasks overdue by average of 5 days
8	Deferred benefit (DB5YE)	71 100%	160 100%	12 100% 207 100%	56 100%	11 100%