Appendix 1 East Sussex Pensions Administration - Key **Performance Indicators 2020/21**

	Activity	Measure Impact Pensioners, Active & Deferred		Target	77706 409		Jun-20 77429 358		May-20 75196 128		Apr-20 76851 162		Mar-20 76885 283		Feb-20 76762 413	
	Scheme members															
	New starters set up															
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
	Death notification acknowledged,															
1 a	recorded and documentation sent	within 5 days	М	95%	35	100%	16	100%	33	100%	43	100%	21	100%	26	100%
	Award dependent benefits (Death															
1b	Grants)	within 5 days	Н	95%	6	100%	12	100%	6	100%	4	100%	8	100%	7	100%
	Retirement notification acknowledged,															
2a	recorded and documentation sent	within 5 days	М	95%	74	92%	68	98%	46	98%	48	96%	94	99%	70	100%
2a	Payment of lump sum made	within 5 days	H	95%	103	97%	82		88	99%	121	97%	89	100%	75	
3	Calculation of spouses benefits	within 5 days	M	90%	103		16		12	100%	16	100%	11	100%	20	
	Transfers In - Quote (Values)	within 10 days	1	90%	12		12		19	95%	6	84%	21	100%	21	
4b	Transfers In - Payments	within 10 days	 -	90%	16		12		9	100%	20		28		39	
5a	Transfers Out - Quote	within 25 days	 -	90%	20		16		10	100%	18	100%	30	100%	33	
5b	Transfers Out - Payments	within 25 days	 -	90%	11	100%	7	86%	6	100%	11	100%	12	100%	24	
6a	Employer estimates provided	within 7 days	M	95%	45	49%	25	72%	7	72%	11	91%	34		24	
6b	Employee projections provided	within 10 days	L	95%	18		12		5	100%	5	100%	22		25	
7	Refunds	within 10 days	ī	95%	31	100%	38		16	100%	12	100%	26	100%	39	
8	Deferred benefit notifications	within 25 days	Ī.	95%	160	100%	78		102	100%	139	100%	202	100%	239	
		,														
	TOTAL TASKS COMPLETED				543		394		359		454		598		642	
0	Complaints received- Admin							1			1			0		0
9	Complaints received- Regulatory															
		Overall satisfaction (V														
10	Employer survey satisfaction	Satisfied/satisfied)		90%												I
	scheme member satisfaction rating															
11	(from 1 Click email feedback)															<u> </u>
		Overall satisfaction														<u></u>
12	Retiring Member survey satisfaction	(Excellent/good)		90%												<u> </u>
13	Compliments received													0	1	

OVERDUE CASES	RED-AMBER
1b	Award dependent benefits (Death Grants)
2a	Retirement notification acknowledged, recorded and documentation sent
2b	Payment of lump sum made
3	Calculation of spouses benefits
4a	Transfers In - Quote (Values)
4b	Transfers In - Payments
5a	Transfers Out - Quote
5b	Transfers Out - Payments
6a	Employer estimates provided
6b	Employee projections provided
8	Deferred benefit (DB5YE)

Jul-20		June		MAY		APR			MAR		FEB	
	1	Ī									<u> </u>	
6 Overdue - Average 2 days				1 task overdue by 16 days								
9 Overdue - 1 by 348 days				1 task overdue by 17 days					1 CAS		E OVERDUE 10 DAYS	
					erdue by 1 ay	1 case overdue 47 days						
3 Overdue - Average 9 days												
									1 CASE OVERDUE			
		1 Task, 5 Days overdue								1 CASE (OVERDUE	
28 Overdue - Average 8 days		7 Tasks, 4 Days overdue average		2 tasks overdue by 2 days on average				3 TASKS OVERDUE. AVERAGE OF 1 DAY				
5 Overdue - 1 by 73 days								2 TASKS OVERDUE. AVERAGE OF 2 DAYS				
										1 CASE C	OVERDUE	