

Pensions

Critical Performance Monitoring

Item	Target	Dec	Jan	Feb	Mar	Apr	May
1. Full reconciliation of every suspense account within agreed timescales	100%	100%	100%	100%	100%	100%	100%
2. Calculation of spouses benefits within specification	100%	100%	75%	75%	94%	79%	83%
3. Deferred benefit notifications within specified timescales	100%	97%	88%	95%	93%	69%	81%
Transfers/ Interfunds IN							
4a. Request values within specified timescales	100%	100%	89%	100%	94%	95%	97%
4b. Request payment within specified timescales	100%	91%	92%	90%	94%	91%	100%
Transfers/ Interfunds Out							
5a. Provide quote within specified timescale	100%	100%	95%	100%	95%	100%	97%
5b. Make payment within specified timescale	100%	100%	80%	100%	100%	100%	60%
6. Refunds - within specified timescales	100%	100%	78%	91%	100%	97%	97%
7a. Written complaints - acknowledged within 2 working days	100%	2	1	0	0	1	0
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	2	1	0	0	0	0
8. Payslips despatched as per specification	100%	100%	100%	100%	100%	100%	99.93%
9. Payroll accuracy - as specified	100%	100%	100%	100%	100%	100%	100%
10. Payment of lump sums within specification	100%	99%	91%	93%	93%	88%	82%
11. Estimates provided within specified timescales	100%	96%	72%	82%	76%	47%	73%

Exception Commentary

Deferred Benefit volumes "ring-fenced" remain at 469.

5b. Reduction in performance exaggerated as only 5 cases processed with 2 out of 5 missing target.

Recruitment underway for replacement staff and Temporary placements to assist in addressing back log.

8. Reflects 14 cheque payments which required re-issue

Key volume processes; May

Changes (addresses, hours, change personal details):

231 (YTD 1,023)

New Employers

0 (YTD 0)

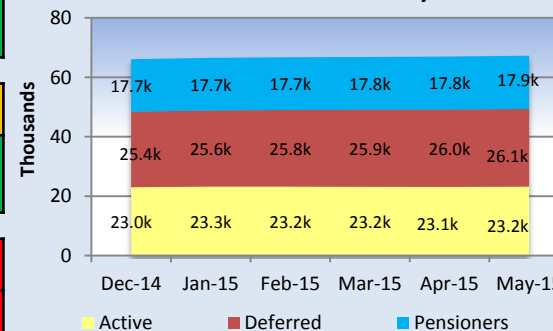
Nominations

108 (YTD 248)

Starters :

237 (YTD 664)

Number Of Pension Records By Status



Pensions

Critical Performance Monitoring (Green = 100%, Amber >91%, Red =/ <90%)

Item	Target	Nov	Dec	Jan	Feb	Mar	Apr
1. Full reconciliation of every suspense account within agreed timescales	100%	100%	100%	100%	100%	100%	100%
2. Calculation of spouses benefits within specification	100%	95%	100%	75%	75%	94%	79%
3. Deferred benefit notifications within specified timescales	100%	95%	97%	88%	95%	93%	69%
Transfers/ Interfunds IN							
4a. Request values within specified timescales	100%	100	100%	89%	100%	94%	95%
4b. Request payment within specified timescales	100%	100%	91%	92%	90%	94%	91%
Transfers/ Interfunds Out							
5a. Provide quote within specified timescale	100%	95%	100%	95%	100%	95%	100%
5b. Make payment within specified timescale	100%	93%	100%	80%	100%	100%	100%
6. Refunds - within specified timescales	100%	97%	100%	78%	91%	100%	97%
7a. Written complaints - acknowledged within 2 working days		N/A (0)	2	1	0	1	1
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)		1	2	1	0	Unknown - Passed to Gov team	1
8. Payslips despatched as per specification	100%	100%	100%	100%	100%	100%	100%
9. Payroll accuracy - as specified	100%	100%	100%	100%	100%	100%	100%
10. Payment of lump sums within specification	100%	92%	99%	91%	93%	93%	88%
11. Estimates provided within specified timescales	100%	98%	96%	72%	82%	76%	47%

Exception Commentary

Items 2,3,10 & 11; Case work has been carried out but delay to checking process resulted in completion of tasks with total average time taken;
 Item 2; 4 days
 Item 3; 17 days
 Item 10; 5 days
 Item 11; 9 days

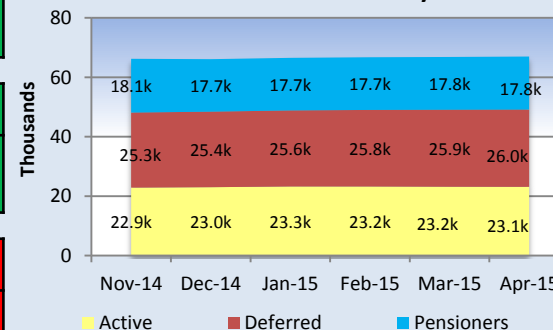
Deferred benefits awaiting action remains static with oldest file dated 5 Apr 2014. 158 new leaver notifications were received and completed in April.

Recruitment underway to replace resigned and maternity positions and to add additional resource to tackle backlog.

Key Volume Processes From 1/4/15

Changes (addresses, hours, change personal details):
 792 (YTD 792)
 New Employers
 0 (YTD 0)
 Nominations
 140 (YTD 140)
 Starters :
 327 (YTD 327)

Number Of Pension Records By Status



Pensions

Critical Performance Monitoring

Item	Target	Oct	Nov	Dec	Jan	Feb	Mar
1. Full reconciliation of every suspense account within agreed timescales	100%	100%	100%	100%	100%	100%	100%
2. Calculation of spouses benefits within specification	100%	92%	95%	100%	75%	75%	94%
3. Deferred benefit notifications within specified timescales	100%	98%	95%	97%	88%	95%	93%
Transfers/ Interfunds IN							
4a. Request values within specified timescales	100%	90%	100	100%	89%	100%	94%
4b. Request payment within specified timescales	100%	100%	100%	91%	92%	90%	94%
Transfers/ Interfunds Out							
5a. Provide quote within specified timescale	100%	100%	95%	100%	95%	100%	95%
5b. Make payment within specified timescale	100%	100%	93%	100%	80%	100%	100%
6. Refunds - within specified timescales	100%	97%	97%	100%	78%	91%	100%
7a. Written complaints - acknowledged within 2 working days	100%	N/A (0)	N/A (0)	2	1	N/A (0)	1
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	N/A (0)	1	2	1	N/A (0)	Unknown
8. Payslips despatched as per specification	100%	100%	100%	100%	100%	100%	100%
9. Payroll accuracy - as specified	100%	100%	100%	100%	100%	100%	100%
10. Payment of lump sums within specification	100%	94%	92%	99%	91%	93%	93%
11. Estimates provided within specified timescales	100%	87%	98%	96%	72%	82%	76%

Exception Commentary

- Item 7b Complaint received regarding refund of contributions now being dealt with by ESCC Governance team.
- Item 11 As identified in audit, process review will commence in April 2015 to improve use of task management system with individual team members.
- Team received a spike in volume of change requests from employers.

Key Volume Processes

Changes (addresses, hours, change personal details):

	557 (YTD 4,196)
New Employers	0 (YTD 11)
Nominations	117 (YTD 1,624)
Starters :	259 (YTD 4,177)

Number Of Pension Records By Status

