

East Sussex Pensions Administration - Key Performance Indicators 2020/21

	Activity	Measure	Impact	Target	Apr-20		Mar-20		Feb-20	
	Scheme members	Pensioners, Active & Deferred			76851		76885		76762	
	New starters set up				162		283		413	
					Volume	Score	Volume	Score	Volume	Score
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	43	100%	21	100%	26	100%
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	4	100%	8	100%	7	100%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	48	96%	94	99%	70	100%
2b	Payment of lump sum made	within 5 days	H	95%	121	97%	89	100%	75	99%
3	Calculation of spouses benefits	within 5 days	M	90%	16	100%	11	100%	20	100%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	6	84%	21	100%	21	100%
4b	Transfers In - Payments	within 10 days	L	90%	20	95%	28	97%	39	100%
5a	Transfers Out - Quote	within 25 days	L	90%	18	100%	30	100%	33	97%
5b	Transfers Out - Payments	within 25 days	L	90%	11	100%	12	100%	24	96%
6a	Employer estimates provided	within 7 days	M	95%	11	91%	34	92%	24	100%
6b	Employee projections provided	within 10 days	L	95%	5	100%	22	91%	25	100%
7	Refunds	within 10 days	L	95%	12	100%	26	100%	39	100%
8	Deferred benefit notifications	within 25 days	L	95%	139	100%	202	100%	239	100%
	TOTAL TASKS COMPLETED				454		598		642	
9	Complaints received- Admin Complaints received- Regulatory				1			0		0
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%						
11	scheme member satisfaction rating (from 1 Click email feedback)									
12	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%						
13	Compliments received							0	1	

OVERDUE CASES RED-AMBER		APR	MAR	FEB
1b	Award dependent benefits (Death Grants)			
2a	Retirement notification acknowledged, recorded and documentation sent			
2b	Payment of lump sum made			1 CASE OVERDUE 10 DAYS
3	Calculation of spouses benefits			
4a	Transfers In - Quote (Values)		1 case overdue 47 days	
4b	Transfers In - Payments			
5a	Transfers Out - Quote			1 CASE OVERDUE
5b	Transfers Out - Payments			1 CASE OVERDUE
6a	Employer estimates provided		3 TASKS OVERDUE. AVERAGE OF 1 DAY	
6b	Employee projections provided		2 TASKS OVERDUE. AVERAGE OF 2 DAYS	
8	Deferred benefit (DB5YE)			1 CASE OVERDUE