

Category	TASK	Detail	Days to complete	2019/20 achieved	Target	Current average	Apr-20	May-20
Payment of Benefits	SETUPPAY	Set up of new pension and lump sum within 10 working days of receipt of all documents	20	94.21%	100%	100.00%	100%	100%
						Processed	33	17
						Within target	33	17
Benefits Estimates Members	MEMQUOTE	Estimates of benefits to Members within 20 working days	20	97.14%	100%	100.00%	100%	100%
						Processed	3	2
						Within target	3	2
Benefits Estimates Employers	ERSQUOTE	Estimate of benefits to Employers within 5 working days	10	98.18%	100%	100.00%	100%	100%
						Processed	6	2
						Within target	6	2
Annual Benefit Statements		Produce the required standard to statutory timescale by 31 st August each year			100%	100.00%	100%	#DIV/0!
						Members	Deferred	
						Processed	5720	0
						Within target	5720	0
Transfers In Payments	TVIN	Payment made within 5 working days of receipt of all documentation	20	97.22%	100%	100.00%	#DIV/0!	100%
						Processed	0	2
						Within target	0	2
Transfers in Quotes	TRANINQ	Issued within 20 working days of notification and all information required to produce a quote	20	88.00%	100%	100.00%	100%	100%
						Processed	1	5
						Within target	1	5

KPI summary

Category	TASK	Detail	Days to complete	2019/20 achieved	Target	Current average	Apr-20	May-20
Transfers Out Payments	TVOUT	Payment made within 5 working days of receipt of all documentation	20	93.75%	100%	100.00%	#DIV/0!	100%
						Processed Within target	0 0	3 3
Transfers Out Quotes	TRANOUTQ	Issued within 20 working days of notification and all information required to produce a quote	20	100.00%	100%	100.00%	#DIV/0!	100%
						Processed Within target	0 0	3 3
Deaths	DEATHS	Payment of Death Grant and set up Widow pension within 10 working days	10	99.36%	100%	100.00%	100%	100%
						Processed Within target	2 2	7 7
Pensioner Payroll		Payment of pension benefits to member by last working day of month		100.00%	100%	100.00%	100%	100%
						Date completed	20/04/2020	20/05/2020
						Processed	5,597	5,612
						Starters	29	30
						Variations	24	30
Pension Team PDRs		Annual PDRs for staff to take place May/June each year			100%		0	0
Statutory Reports		Statutory reports, finance reports etc.			95%			
						Report Date completed		

Pensioner Payroll

Category	Apr-20	May-20
Closing LIVE Count Previous Month	5,652	5,678
Starters	29	30
Leavers	2	7
Sub-total (LIVE Count)	5,679	5,701
Suspended	81	89
Total number of pensioners paid	5,598	5,612
Suspended Reason		
Account Closed	9	9
Deaths	48	47
Gone Away	20	28
Children's pension over 18	4	5
Total	81	89
Unresolved after 12 months	41	42