

KPI summary

Category	TASK	Detail	Days to complete	2019/20 achieved	Target	Current average	Apr-20	May-20	Jun-20	Jul-20	Aug-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%	99.26%	100%	100%	100%	96%	100%
						Processed	33	17	17	27	17
						Within target	33	17	17	26	17
Benefits Estimates Members	MEMQUOTE	Estimates of benefits to Members within 20 working days	20	97.14%	100%	98.75%	100%	100%	100%	94%	100%
						Processed	3	2	15	16	9
						Within target	3	2	15	15	9
Benefits Estimates Employers	ERSQUOTE	Estimate of benefits to Employers within 5 working days	10	98.18%	100%	98.46%	100%	100%	100%	92%	100%
						Processed	6	2	9	13	10
						Within target	6	2	9	12	10
Annual Benefit Statements		Produce the required standard to statutory timescale by 31 st August each year			100%	100.00%	100%	100%	n/a	n/a	100%
						Members	Deferred	Def Cncllrs	Active		
						Processed	5720	8	0	0	4210
						Within target	5720	8	0	0	4210
Transfers In Payments	TVIN	Payment made within 5 working days of receipt of all documentation	20	97.22%	100%	100.00%	n/a	100%	100%	100%	100%
						Processed	0	2	3	4	4
						Within target	0	2	3	4	4
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%	n/a	100%	n/a
						Processed	1	5	0	1	0
						Within target	1	5	0	1	0

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Category	TASK	Detail	Days to complete	2019/20 achieved	Target	Current average	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Transfers Out Payments	TVOUT	Payment made within 5 working days of receipt of all documentation	20	93.75%	100%	100.00%	n/a	100%	100%	100%	100%
						Processed Within target	0 0	3 3	1 1	1 1	1 1
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%	n/a	100%	100%	n/a	n/a
						Processed Within target	0 0	3 3	5 5	0 0	0 0
Deaths	DEATHS	Payment of Death Grant and set up Widow pension within 10 working days	10	99.36%	100%	99.00%	100%	100%	100%	95%	100%
						Processed Within target	2 2	7 7	6 6	20 19	9 9
Pensioner Payroll		Payment of pension benefits to member by last working day of month		100.00%	100%	100.00%	100%	100%	100%	100%	100%
						Date completed	20/04/2020	20/05/2020	18/06/2020	23/07/2020	19/08/2020
						Processed	5,597	5,612	5,611	5,631	5,642
						Starters	29	30	12	38	22
		Variations	24	30	17	57	60				

Pensioner Payroll

Category	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Closing LIVE Count Previous Month	5,652	5,678	5,701	5,707	5,733
Starters	29	30	12	38	22
Leavers	2	7	6	12	14
Sub-total (LIVE Count)	5,679	5,701	5,707	5,733	5,741
Suspended	81	89	96	102	99
Total number of pensioners paid	5,598	5,612	5,611	5,631	5,642
Suspended Reason					
Account Closed	9	9	9	9	10
Deaths	48	47	53	62	58
Gone Away	20	28	29	27	27
Children's pension over 18	4	5	5	4	4
Total	81	89	96	102	99
Unresolved after 12 months	41	42	44	45	45