East Sussex Pensions Administation - Key Performance Indicators

	Activity	Measure	Impact	Target	Oct		Nov		Dec	
	Scheme members	Active, Deferred & Pensioners								
	New starters set up									
	Data quality	Meeting regulatory standards			Commencing Q4					
	Cost per member	Administration cost in CIPFA benchmarking		<lowest quartile	Report due for publication Oct 2016					
	ABS sent - Pensioners	Statutory deadline								
	ABS sent - Active	Statutory deadline		Due by 31 Aug						
	ABS sent - Deferred	Statutory deadline								
					Volume	Score	Volume	Score	Volume	Score
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%						
1b	Award dependent benefits	within 5 days	H	95%						
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%						
2b	Payment of lump sum made	within 5 days	H	95%						
3	Calculation of spouses benefits	within 5 days	M	90%						
4a	Transfers In - Values	within 10 days	L	90%						
4b	Transfers In - Payments	within 10 days	L	90%						
5a	Transfers Out - Quote	within 25 days	L	90%						
5b	Transfers Out - Payments	within 25 days	L	90%						
6a	Employer estimates provided	within 7 days	M	95%						
6b	Employee projections provided	within 10 days	L	95%						
7	Refunds	within 10 days	L	95%						
8	Deferred benefit notifications	within 25 days	L	95%						
9	Complaints received- Admin									
	Complaints received- Regulatory									
10	Employer survey satisfaction	Overall satisfaction		80%						
11	Member survey satisfaction	Overall satisfaction		80%						
12	Compliments received									