

## East Sussex Pensions Administration - Key Performance Indicators 2016-17

Activity		Measure	Impact	Target	Jul	Aug	Sep				
	Scheme members	Pensioners, Active & Deferred			70,132	70,149	70,581				
	New starters set up				888	265	347				
	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 - Councillors	Statutory deadline		Due by 31 Aug		<i>Achieved</i>					
	ABS sent - Active	Statutory deadline				<i>13-Sep</i>					
	ABS sent - Deferred	Statutory deadline				<i>Achieved</i>					
					Volume	Score	Volume	Score	Volume	Score	
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%							To be measured from (
1b	Award dependent benefits	within 5 days	H	95%	17	94%	13	92%	9	100%	
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%							
2b	Payment of lump sum made	within 5 days	H	95%	116	94%	138	91%	122	96%	
3	Calculation of spouses benefits	within 5 days	M	90%	17	94%	13	92%	9	100%	
4a	Transfers In - Quote (Values)	within 10 days	L	90%	34	94%	38	97%	30	97%	
4b	Transfers In - Payments	within 10 days	L	90%	1	100%	11	100%	20	95%	
5a	Transfers Out - Quote	within 25 days	L	90%	11	100%	11	91%	42	88%	
5b	Transfers Out - Payments	within 25 days	L	90%	0	n/a	0	n/a	4	100%	
6a	Employer estimates provided	within 7 days	M	95%							To be measured from (
6b	Employee projections provided	within 10 days	L	95%	103	88%	137	88%	84	93%	
7	Refunds	within 10 days	L	95%	45	100%	51	100%	24	100%	
8	Deferred benefit notifications	within 25 days	L	95%	334	97%	257	96%	147	99%	
9	Complaints received- Admin				0		1		1		
	Complaints received- Regulatory				0		1		0		
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%			29	93%			
11	Member survey satisfaction	Overall satisfaction (Excellent/good)		90%	21	100%	24	100%	22	100%	
12	Compliments received										Commencing Novemb

Q3

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