

East Sussex Pensions Administration - Key Performance Indicators 2016-17

	Activity	Measure	Impact	Target	Oct	Nov	Dec				
	Scheme members	Pensioners, Active & Deferred			69,693	70,681	71,016				
	New starters set up				411	232	506				
	Data quality	Meeting regulatory standards			Commencing Q4						
	Cost per member	Administration cost in CIPFA benchmarking		<lowest quartile	Please see attached report						
	ABS sent - Councillors	Statutory deadline		Due by 31 Aug		Achieved					
	ABS sent - Active	Statutory deadline				13-Sep					
	ABS sent - Deferred	Statutory deadline				Achieved					
					Volume	Score	Volume	Score	Volume	Score	Commentary
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%		100%		100%		100%	
1b	Award dependent benefits	within 5 days	H	95%	10	90%	20	95%	11	100%	
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	102	100%	97	95%	93	96%	
2b	Payment of lump sum made	within 5 days	H	95%	93	98%	89	98%	83	98%	
3	Calculation of spouses benefits	within 5 days	M	90%	10	94%	20	95%	11	100%	
4a	Transfers In - Quote (Values)	within 10 days	L	90%	20	90%	40	85%	35	83%	
4b	Transfers In - Payments	within 10 days	L	90%	15	100%	23	87%	34	97%	
5a	Transfers Out - Quote	within 25 days	L	90%	49	100%	43	86%	34	85%	
5b	Transfers Out - Payments	within 25 days	L	90%	7	86%	15	87%	17	94%	
6a	Employer estimates provided	within 7 days	M	95%	137	84%	75	99%	42	97%	Employee and Employer Requests split from November
6b	Employee projections provided	within 10 days	L	95%			70	84%	26	100%	
7	Refunds	within 10 days	L	95%	38	100%	45	100%	28	100%	
8	Deferred benefit notifications	within 25 days	L	95%	264	100%	180	81%	179	100%	
9	Complaints received- Admin				2		1		0		
	Complaints received- Regulatory				0		0		0		
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%							
11	Member survey satisfaction	Overall satisfaction (Excellent/good)		90%	16	88%	9	100%	not yet available		
12	Compliments received								3		