

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

	Activity	Measure	Impact	Target	Jan	Feb	Mar	Apr	May					
	Scheme members	Pensioners, Active & Deferred			71043	71392	71427	71552	71556					
	New starters set up				214	389	583	241	216					
	Data quality	Meeting regulatory standards												
	Cost per member	Administration cost in CIPFA benchmarking		<lowest quartile	2016-2017 Report Due in October 2017									
	ABS sent - Councillors	Statutory deadline		Due by 31 Aug	See update provided in covering report									
	ABS sent - Active	Statutory deadline												
	ABS sent - Deferred	Statutory deadline												
					Volume	Score	Volume	Score	Volume	Score	Volume	Score		
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	13	100%	22	100%	16	100%	10	100%	18	100%
1b	Award dependent benefits	within 5 days	H	95%	11	100%	17	94%	15	93%	7	86%	16	94%
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	122	95%	107	93%	104	92%	88	91%	109	97%
2b	Payment of lump sum made	within 5 days	H	95%	117	91%	76	92%	102	91%	89	94%	100	94%
3 (Same as 1B?)	Calculation of spouses benefits	within 5 days	M	90%	11	100%	17	94%	15	93%	7	86%	16	94%
4a	Transfers In - Quote (Values)	within 10 days	L	90%	54	76%	48	94%	43	84%	36	92%	31	97%
4b	Transfers In - Payments	within 10 days	L	90%	31	87%	23	96%	28	93%	24	100%	19	95%
5a	Transfers Out - Quote	within 25 days	L	90%	42	93%	39	97%	31	100%	23	100%	21	100%
5b	Transfers Out - Payments	within 25 days	L	90%	22	95%	11	100%	20	100%	9	100%	8	100%
6a	Employer estimates provided	within 7 days	M	95%					39	97%	40	98%	38	87%
6b	Employee projections provided	within 10 days	L	95%	67	93%	99	90%	70	91%	60	90%	79	94%
7	Refunds	within 10 days	L	95%	53	96%	38	100%	72	100%	40	100%	47	96%
8	Deferred benefit notifications	within 25 days	L	95%	257	99%	286	100%	377	100%	261	100%	198	97%
9	Complaints received- Admin				2		1		2		0		0	
	Complaints received- Regulatory													
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%										
11	Member survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%	23	100%	9	100%	25%	96%	15	93%	*	*
12	Compliments received				3		1							

\* Data not yet received