

East Sussex Pensions Administration - Key Performance Indicators 2017-18

	Activity	Measure	Impact	Target	JUNE		JULY		AUGUST		SEPT		Commentary
	Scheme members	Pensioners, Active & Deferred			71993		72384		72564		72852		
	New starters set up				249		95		348		369		
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	2	100%	14	100%	17	94%	9	100%	<p>August - 12 cases late by average of 4 days</p> <p>Sept - 16 cases late by an average of 3 days</p> <p>August - 7 cases late by average of 2.5 days</p> <p>Sept - 7 cases late by an average of 2 days</p> <p>August - 7 cases late by average of 5 days</p> <p>August - 6 cases late by average of 3 days</p>
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	11	95%	6	83%	5	100%	8	100%	
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	110	93%	125	97%	120	93%	108	85%	
2b	Payment of lump sum made	within 5 days	H	95%	102	94%	76	95%	122	93%	114	93%	
3	Calculation of spouses benefits	within 5 days	M	90%	17	88%	8	100%	3	100%	1	100%	
4a	Transfers In - Quote (Values)	within 10 days	L	90%	53	98%	28	96%	44	100%	41	95%	
4b	Transfers In - Payments	within 10 days	L	90%	16	100%	22	95%	26	100%	17	94%	
5a	Transfers Out - Quote	within 25 days	L	90%	35	97%	24	96%	28	96%	29	100%	
5b	Transfers Out - Payments	within 25 days	L	90%	8	100%	4	100%	13	91%	8	100%	
6a	Employer estimates provided	within 7 days	M	95%	37	95%	70	94%	30	77%	12	100%	
6b	Employee projections provided	within 10 days	L	95%	73	86%	63	92%	63	90%	50	95%	
7	Refunds	within 10 days	L	95%	49	100%	31	100%	42	100%	35	100%	
8	Deferred benefit notifications	within 25 days	L	95%	148	98%	216	100%	128	100%	123	98%	
9	Complaints received- Admin				0		2		0		1		
	Complaints received- Regulatory												
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%									
11	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%	13	100%	16	100%	7	100%		Awaited	
12	Compliments received				2		1		8		5		