

East Sussex Pensions Administration - Key Performance Indicators 2017-18 Q3

	Activity	Measure	Impact	Target	OCT			NOV			DEC		
	Scheme members	Pensioners, Active & Deferred			73806			73888			73699		
	New starters set up				1175			351			64		
					Volume	Score	Commentary	Volume	Score	Commentary	Volume	Score	Commentary
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	9	100%		18	100%		4	100%	
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	6	100%		6	100%		10	100%	
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	90	97%		129	97%		68	97%	
2b	Payment of lump sum made	within 5 days	H	95%	123	97%		93	99%		83	95%	
3	Calculation of spouses benefits	within 5 days	M	90%	10	100%		7	100%		8	100%	
4a	Transfers In - Quote (Values)	within 10 days	L	90%	31	100%		45	100%		29	97%	
4b	Transfers In - Payments	within 10 days	L	90%	12	100%		21	100%		22	100%	
5a	Transfers Out - Quote	within 25 days	L	90%	43	93%		28	96%		26	96%	
5b	Transfers Out - Payments	within 25 days	L	90%	13	100%		17	100%		6	100%	
6a	Employer estimates provided	within 7 days	M	95%	23	96%		38	100%		22	91%	2 cases late (av.6 days)
6b	Employee projections provided	within 10 days	L	95%	44	93%	3 cases late (av. 7 days)	39	95%		16	94%	1 case 4 days late
7	Refunds	within 10 days	L	95%	37	97%		49	100%		46	100%	
8	Deferred benefit notifications	within 25 days	L	95%	170	100%		418	100%		340	100%	
9	Complaints received- Admin					1			0			0	
	Complaints received- Regulatory												
10	Employer survey satisfaction	Overall satisfaction (V Satisfied/satisfied)		90%									
11	Retiring Member survey satisfaction	Overall satisfaction (Excellent/good)		90%		82%	3 members not satisfied		100%			Results awaited	
12	Compliments received					10			5			6	