

## East Sussex Pensions Administration - Key Performance Indicators Q4 2017-18

	Activity	Measure	Impact	Target	Jan-18			Feb-18			Mar-18		
	Scheme members	Pensioners, Active & Deferred			73989			74098			74187		
	New starters set up				541			317			476		
					Volume	Score	Commentary	Volume	Score	Commentary	Volume	Score	Commentary
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	28	100%		11	100%		12	100%	
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	7	100%		8	100%		4	100%	
2a	Retirement notification acknowledged, recorded and documentation sent	within 5 days	M	95%	116	93%		104	95%		109	89%	12 Cases by avg of 6 days. Longest Overdue 22 Days
2b	Payment of lump sum made	within 5 days	H	95%	102	97%		89	88%	11 Cases by avg of 10 days. Longest Overdue 32 Days	94	97%	
3	Calculation of spouses benefits	within 5 days	M	90%	18	100%		28	100%		15	87%	
4a	Transfers In - Quote (Values)	within 10 days	L	90%	50	100%		27	96%		43	100%	
4b	Transfers In - Payments	within 10 days	L	90%	18	100%		16	100%		25	100%	
5a	Transfers Out - Quote	within 25 days	L	90%	22	100%		29	97%		25	100%	
5b	Transfers Out - Payments	within 25 days	L	90%	16	81%	3 Cases by avg. 6 Days. Longest overdue 9 Days	7	100%		9	100%	
6a	Employer estimates provided	within 7 days	M	95%	45	89%	5 Cases by avg 6 days 6 Days. Longest overdue 13 Days	53	89%	6 Cases by avg 3 Days. Longest overdue 4 days.	51	96%	
6b	Employee projections provided	within 10 days	L	95%	29	90%		31	84%	6 Cases by avg 3 Days. Longest overdue 4 days.	48	85%	7 Cases by avg 5 days. Longest overdue 12 days
7	Refunds	within 10 days	L	95%	49	100%		37	100%		56	100%	
8	Deferred benefit notifications	within 25 days	L	95%	205	99%		129	99%		179	100%	
9	Complaints received- Admin					0			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%									
12	Compliments received					17			28			31	