



LEICESTERSHIRE FIRE AUTHORITY PENSION BOARD

12 DECEMBER 2018

KEY PERFORMANCE INDICATORS - REPORT FROM LEICESTERSHIRE COUNTY COUNCIL – PENSION ADMINISTRATOR

This Quarter(1.07.18 to 30.09.18)

Business Process Perspective	Target	This Quarter	Previous Quarter	Customer Perspective - Feedback	Target	This Quarter	Previous quarter		
Retirement Benefits notified to members within 10 working days of paperwork received	92%	100%	▲	100%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	▲	100%
Pension payments made within 5 working days of receiving election	92%	100%	▲	100%	Experience of dealing with Section - rated at least good or excellent	92%	100%	▲	100%
Death related benefits notified to dependant within 10 working days of notification	90%	100%	▲	100%	Establish members thoughts on the amount of info provided - rated as about right	92%	100%	▲	100%
Death related payments made within 5 working days	92%	100%	▲	100%	Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	100%
Estimates provided within 10 working days	92%	100%	▲	100%	▼ Comments				

Good or better than target

Close to target

Below target



Pension Scheme Member Comments

Very informative, thank you!

As always every member of the Pension Team are polite, patient and knowledgeable.

Both the persons who I dealt with were excellent every time I phoned.

Very good experience on all occasions I contacted the Pension Section

Excellent service

A prompt and efficient service. Knowledgeable staff.

Lesley could not have been more helpful and professional with my request.

The Pensions department are always so helpful with anything you ask. I have always received an excellent service.

Further details regarding estimates

	Number of estimates provided	Number of estimates already provided in the last 12 months	Number of multiple requests received	2 estimate requests	3 estimate requests	4 estimate requests	5 or more estimate requests
Notts	36	8	8	6	1	1	0
Derbys	31	5	3	2	0	0	1
Leic	21	10	6	3	3	0	0

Officers to Contact

Ian Howe – Pensions Manager - telephone (0116) 305 6945

Elena Johnston – Fire Pensions Team Manager - telephone (0116) 305 8216