## APPENDIX 1

These are Orbis internal targets and the ESCC targets agreed in Sept 20 as a result of Good Governance review cannot commence until April 21 or until we go live with a separate database.

## **East Sussex Pensions Administration - Key Performance Indicators**

Activity Measure Impact Paget Dec 20 No. 20		Activity	Measure	Impact	Target	Doc	20	Nov	20	Oct-20		Sep-20	Aug-20	Jul-20	Jun-20	May-2		Apr-20	Mar-20	Feb-20
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Description of Standard Control Standard Control Standard Control Co		9 .																		
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by 32 days Average 9 days  Transfers Out - Quote  Transfers Out - Payments  Transfers Out - Quote  1 Overdue by 3 days  1 Transfers Out - Payments  2 Overdue  1 Overdue by 3 days  2 Overdue by average by 3 days  2 Overdue by average of 6 days  2 Overdue by average 0 for days  2 Overdue by average 0 for days  2 Transfers Out - Payments  3 Transfers Out - Payments  1 Case overdue  1 Case overdue by average of 2 days  2 Transfers Out - Payments  1 Case overdue  1 Transfers Out - Payments  1 Case overdue by average 3 days  2 Transfers Out - Payments  1 Transfers Out - Payments  2 Transfe	44	Transfers III - Quote (Values)	-										O accordes accordes	2 Overdue	7	uay		uays	<u> </u>	
Sa Transfers Out - Quote  5b Transfers Out - Payments  6a Employer estimates provided  6b Employee projections provided  8 Deferred benefit (DBSYE)  Summary for failed cases  Summary for failed cases  1 Transfers Out - Quote  1 Overdue by 3 days  1 Overdue - 7 day 2 Overdue - 7 day 2 overdue - 1 overdue -	4h	Transfers In - Payments											_							
Sb Transfers Out - Payments  6a Employee estimates provided  6b Employee projections provided  8 Deferred benefit (DBSYE)  Summary for failed cases  1 Task, 5 Days overdue 1 overdue - 7 days average by 3 days overdue average average by 1 day 2 tasks overdue by average of 2 days average by 1 day 2 tasks overdue by average of 2 days average by 1 day 2 tasks overdue by average of 2 days average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by average of 2 days overdue average by 1 day 5 tasks overdue by 2 days on average by 1 day 5 tasks overdue by 2 tasks overdue by 2 tasks overdue by 3 days by 5 tasks overdue by 4 days by 6 tasks overdue by 5 tasks overdue by 6 tas	1.2		1										27 52 3575		<b>⊣</b>					
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1 Overdue by 3 days   1 Overdue - 17 days   2 Overdue - 19   2 Overdue - 19   3 Overdue -	5b	Transfers Out - Payments						-			_									1 case overdue
2 Overdue by average of 6 days  8 Deferred benefit (DBSYE)    Half the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.   Staff roles made permanent - Paul, Jennie, Julie & Joe													15 overdue -	28 Overdue -	7 Tasks, 4 Days	2 tasks overd	ue by		3 tasks overdue on	
8 Deferred benefit (DBSYE)  Half the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.  Summary for failed cases  Summary for failed cases  Deferred benefit (DBSYE)  Half the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.  Summary for failed cases  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Summary for failed cases  Average of 6 days average 2.5 days days / 73 days  Overall post up 38% on last month. Employer estimates at high encouraged to take leave.  Training new starters.  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie,	6a	Employer estimates provided				1 Overdue	by 3 days					1 overdue - 7 days	average by 3 days	Average 8 days	overdue average	2 days on ave	erage		average by 1 day	<u> </u>
Bummary for failed cases    All f the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.   Staff roles made permanent - Paul, Jennie, Julie & Joe   Jennie, Julie & Jenn																			,	
Half the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.  Summary for failed cases  Half the late lumpsums are where itraining. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure left Mubu Mubukwanu joined  Nore intense training. 288 hours. Retirements & Employer estimates at high level. Training new structure left Mubu Mubukwanu joined	6b	Employee projections provided	1							average of 6	days	average 2.5 days	days	73 days	╛				average of 2 days	
Half the late lumpsums are where retirements returned paperwork early. Redundancy quotes stopped early October.  Summary for failed cases  Half the late lumpsums are where itraining. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure Permanent - Paul, Jennie, Julie & Joe  Half the late lumpsums are training. 288 hours. Retirements & Employer estimates at high level. Training new structure left Mubu Mubukwanu joined  Nore intense training. 288 hours. Retirements & Employer estimates at high level. Training new structure left Mubu Mubukwanu joined	0	Deferred hanofit (DREVE)																		1
Summary for failed cases    lumpsums are where retirements where retirements returned paperwork early. Redundancy quotes stopped early October.   Redundancy quotes stopped early October.   Projects - DIP, overseas mortality, ABS queries.   Training new starters.   Training new starters.   Staff roles made permanent - Paul, Jennie, Julie & Joe   Julie & J	8	Deferred benefit (DBSTE)								Half the late		More intense	39 days holiday =	Overall nost un	П					1 case overdue
Summary for failed cases  Training new starters.  To involved an onth.  Team entouraged to take leave.  Training new starters.  To involved an onth in the converged to take leave.  To am entouraged t																				
Summary for failed cases    Dan - new structure Chart   Dan - new structure permanent - Paul, Jennie, Julie & Joe   Jennie, Julie & Jennie, Julie												-								
Summary for failed cases    Staff roles made permanent - Paul, Jennie, Julie & Joe										returned		activity high.	Employer	Team						
Summary for failed cases  Jan - new structure Chart  Jennie, Julie & Joe  Quotes stopped early October.  Quotes stopped early October.  Training new starters.  7/8 Aaron Martin left Mubu promoted Mubukwanu joined  Numbukwanu joined  Training new starters.  7/8 Aaron Martin left Mubu promoted Mubukwanu joined  Numbukwanu joined											-	-		_						
Summary for failed cases  Jan - new structure Chart Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  Staff roles made permanent - Paul, Jennie, Julie & Joe  T/8 Aaron Martin Job Robinson promoted Mubukwanu joined  Staff roles made permanent - Paul, Jennie, Julie & Joe										-				take leave.						
Summary for failed cases  Jan - new structure Chart  Staff roles made permanent - Paul, Jennie, Julie & Joe  Mubukwanu joined  T/8 Aaron Martin Job Robinson promoted Bathurst left joined												-								
Jan - new structure Chart Staff roles made permanent - Paul, Jennie, Julie & Joe Mubukwanu joined 7/8 Aaron Martin Job Robinson 12/6 Simon Will Bamber Promoted Bathurst left Joined	Summary fo	or failed cases								, 500501		42000.	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2							
Jennie, Julie & Joe Mubukwanu joined	•		-	Jan - new	structure	Staff roles m	ade			1	ı.		7/8 Aaron Martin	Job Robinson	12/6 Simon	Will Bamber				
joined				Chart										promoted	Bathurst left	joined				
						Jennie, Julie	& Joe													
Ten vacancies   Two vacancies									_				f			1			7	
				Ten vacai	ncies	Two vacancie	es	Two vacano	cies	Two vacancies	ŝ	Two vacancies	Two vacancies	Two vacancies	Two vacancies	One vacancie	es	Two vacancies	_	

Performance Feb to Nov inclusive									
Total	Fails	%	6 pass						
30	2	0	100						
9	5	2	97.9						
68		28	95.9						
110	4	39	96.4						
15	2	0	100						
20	4	7	96.6						
19	5	13	93.3						
26	3	8	97						
13	1	6	95.4						
24	3	64	73.7						
18	5	12	93.5						
30	9	1	99.7						
160	5	4	99.8						
548	5	184	96.6						