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 we go live with a separate database (AH currently installing).

East Sussex Pensions Administration - Key Performance Indicators

	Activity	Measure	Impact	Target			May-21		Apr-21		Mar-21		Feb-21		Jan-21	De	Dec-20		Nov-20		Oct-20)-20	Aug-20	Jul-20
	Scheme members	Pensioners, Act	tive & Deferred	d	79:	151	79,0	070	79,1	172	79,0	071	79,0	027	78,990		,448		,426	77,9		77,	944	77,619	77,706
	New starters set up					30	32		17		21		21		176		32		30	29			39	205	409
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume Score	Volume Score
1	Death notification acknowledged,	nter entre		050/	1.5	4000/	40	4000/	22	4000/	42	4000/	20	4000/		20	4.000/	20	1000/	2.4	4000/	20	4000/	47 4000	25 4000
1a	recorded and documentation sent Award dependent benefits (Death	within 5 days	IVI	95%	16	100%	18	100%	22	100%	43	100%	29	100%	64 1009	<mark>%</mark> 20	100%	28	100%	34	100%	29	100%	17 100%	35 1009
1b	Grants)	within 5 days	l _H	95%	12	92%	21	96%	14	100%	9	89%	10	100%	9 1009	% 11	100%	7	86%	18	100%	9	89%	8 100%	6 1009
10	Retirement notification acknowledged,	Within 5 days	1	3370	12	3270		3070	1-7	10070	J	0370	10	10070	3 100	13	10070	,	0070	10	10070	,	0370	0 100/0	0 1007
2a	recorded and documentation sent	within 5 days	М	95%	94	99%	104	100%	81	91%	84	95%	68	56%	74 949	<mark>%</mark> 43	94%	56	97%	63	96%	52	97%	73 91%	74 929
2b	Payment of lump sum made	within 5 days	Н	95%	112	100%	147	97%	136		96	87%	99	94%	82 939	<mark>%</mark> 84	99%	85		140	94%	114	94%	127 94%	103 979
3	Calculation of spouses benefits	within 5 days	М	90%	18	95%	16	100%	20	100%	24	96%	19	100%	20 959	<mark>%</mark>	100%	11	100%	23	100%	13	100%	10 100%	12 1009
4a	Transfers In - Quote (Values)	within 10 days	L	90%	47	73%	22	64%	12	67%	19	79%	26	74%	23 619	<mark>%</mark> 18		17	100%	21		37	100%	20 95%	12 92 9
4b		within 10 days		90%	34		8	75%	14		22	91%	17	95%	19 95 9		100%	19		22		10	3070	15 60%	16 889
5a	Transfers Out - Quote	within 25 days	L	90%	63		47	5070	23		40	75%	41	93%	28 909			27		33		41	0 = 7 0	18 100%	20 959
5b	Transfers Out - Payments	within 25 days	M	90%	33		9	100%	21		22		12	92%	16 1009		100%	20	_	11		13		8 100%	11 1009
6a 6b	Employer estimates provided Employee projections provided	within 7 days within 10 days	141	95% 95%	33 19		42 33		23	83% 88%	28 14		30 30	94%	33 799 5 9 1009		89% 100%	12 22		10 31		12 19		54 73 % 17 94%	45 499 18 849
7		within 10 days		95%	33		29		8	100%	22		24	100%	3 37 100°			32		39		23		32 100%	31 1009
8	Deferred benefit notifications	within 25 days	L	95%	150		147		99		127		152	100%	203 1009			150		146		122		117 100%	160 1009
	TOTAL TASKS COMPLETED	,			664		643			94.59%	550			90.84%				486		591	98.31%		95.34%	516 92.64%	543 92.639
	Missed target cases				35		20		26		47		51		39	7	,	12	2	10		23	5>3days	38	40
٥	Complaints received- Admin				5		7		8		4		2		0	C		2		2		0		6	0
	Complaints received- Regulatory				0		0		0		0		0		0	C)	0		0		0		0	0
13	Compliments received				1		1		0		0		0		0	C)	0		0	<u> </u>	0		1	0
	Summary for failed cases	_			Jun	-21	May	/-21	Apr-	-21	Mar	r-21	Feb	-21	Jan-21	De	c-20	No	v-20	Oct-	-20	Sep	o-20	Aug-20	Jul-20
	Award dependent benefits (Death																					1 over	due - 2		
1b	Grants)	_			1 overdue						1 Overdue	by 2 days			1	_		1 Overdue	by 13 days			da	ays		
	Retirement notification acknowledged,										4 Overdue l	by average	30 ove	erdue	4 overdue									7 overdue -	6 Overdue -
2a	recorded and documentation sent	_									of 7 (days				_						7		average by 12 days	Average 2 days
									7 overdue k		12 Over	-	1 ove	rdue	6 overdue					8 Overd	-			9 overdue -	9 Overdue - 1 by
2b	Payment of lump sum made	_							of 4 o	aays	average o	of 4 days	-							average o	of 7 days	1		average by 3 days	348 days
	Calculation of an area have fits																								
3	Calculation of spouses benefits	_					0		4		1 Overdue		-		Τ	7									
40	Transfers In - Quote (Values)				12 avandus		of 23		4 overdue b		1		7 ove	rdue	9 overdue										
4a	Transfers III - Quote (Values)	-			13 overdue	!	2 overdue l	•		auys	of 7 (-				_									Ι
4b	Transfers In - Payments				11 overdue		of 38				2 Overdue of 17	-	1 ove	rdue										8 overdue - average by 32 days	3 Overdue -
10	Transfers in Tayments	_			11 Overdue	•			_			-			_									average by 32 days	Average 3 days
5a	Transfers Out - Quote										10 Over average o	•	3 ove	rdue											
34	Transfers out Quote	-							2 overdue h	ov average	9 Overdue				1										
5b	Transfers Out - Payments								of 10		of 5		1 ove	rdue											
	,	_							4 overdue k	ov average	4 Overdue				_]				1 over	due - 7	15 overdue -	28 Overdue -
6a	Employer estimates provided								of 6 d	days	of 6		6 ove	rdue	7 overdue	1 Overdu	e by 3 days						ays	average by 3 days	Average 8 days
												-								2 Overd	due by	4 ove		1 overdue - by 37	5 Overdue - 1 by
6b	Employee projections provided										1 Overdue	by 1 days	2 ove	raue						average c	=	1		days	73 days
															_										
8	Deferred benefit (DB5YE)								T											r					_
					Two issues		Two bank h	-	Blackout p		1		Resources		Post received and					Half the la				39 days holiday =	
					transfers-i		Highest tas		closed 8/4	/21.	1	_	1	_	tasks completed at	1				sums are		training		288 hours.	38% on last
					1. PAT TUF 2. Use of r		completed started.	since i			support UA Parallel rur		support UA Parallel rur		highest levels in the last 12 months (up	I				retiremen returned	its	TV in/ou activity		Retirements & Employer	month. Team
					received to		istai teu.				Blackout p		i aranerrur		50% on Dec 20). No	1				paperwor	k early	Projects	_	1 ' '	1
					Both now						commence				of deaths also very	<u>'</u>				Redundan	_	oversea		level.	take leave.
											20/3/21.				high.					quotes sto	•	mortalit		Training new	
																				early Octo		queries.		starters.	
					Adam Lans	•	Steve Plast		Michael Ke	_					New structure char	1								7/8 Aaron Martin	1
					contract s	tarts	retired 12/		started 8/4	1/21.					showing new	permanent	-							left Mubu	promoted
					10/6/21.		Lewis Leslie 26/5/21.	e started							structure and agreed vacancies	Jennie, Juli	F Ø 106							Mubukwanu joined	
							20/3/21.								ugi ceu vacancies									Joined	
					Eight vaca	ncies	Nine vacan	ries	Nine vacan	ncies	Ten vacano	rias	Ten vacano	rios	Ten vacancies	Two vacan	ries	Two vacar	ncies	Two vacar	ncies	Two vac	ancies	Two vacancies	Two vacancies
					LIBIIL VALA	IICIC3	Inite Aucall	CIES	Innie Agegi	icies	Tren vacano	LIES	Tren vacano	.iC3	Tren vacancies	I wo vacan	LIES	I I WO VACAI	110163	I WO VACAI	ICICS	Ti MO NAC	ancies	I WO Vacancies	I wo vacancies

Performance for the year July 20 to June 21 inclusive											
Total	Fails		% pass								
35	55	0	100								
13	34	5	96.3								
86	56	69	92.0								
1,32	25	65	95.1								
19	94	3	98.5								
27	74	49	82.1								
20	01	29	85.6								
40	03	31	92.3								
18	34	9	95.1								
33	31	71	78.5								
22	29	17	92.6								
33	31	1	99.7								
1,72	23	1	99.9								
6,5	50	350	94.7								