ESCC targets agreed in Sept 20 as a result of Good Governance review cannot

## APPENDIX 1

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

Jennie went p/t have accepted.

Nine vacancies Nine vacancies

3 days a week

Award dependent benefits (Death of Grants)  Award dependent benefi	Last Sussex Pelisions Aun		,		13/10/2021																								
Mathematic mathemati	Activity	Old Measure	Impact	Old Target	New Target	Ma	r-22	Feb	<b>)-22</b>	Jan	-22	Dec	:-21	Nov	-21	Oct	-21	Sep	-21	Aug	<b>;-21</b>	Jul-	-21	Jun	-21	May	/-21	Apr	-21
Description of the content of the co	Scheme members				81,405		81,089		81,	81,132		931	80,4	84	80,3	334	79,1	L02	79,4	492	79,3	393	79,	151	79,0	070	79,3	172	
Logo Beach motification acknowledged, within 5 days within	New starters set up	Bulk, i-Connect	Bulk, i-Connect & NewStarter Task		40	404		123		320 37		79	894		451		24	240		00	287		230		326		17	<sup>7</sup> 8	
1. Recorded and documentation sent within S alw within S						Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
A word dependent benefits (Death   Scalars)   Within 5 days   H   95% within 5 days   17 200%   15 200%   10 200%   21 200%   17 25%   13 93%   16 200%   16 200%   16 200%   16 200%   12 20%   22 20%   19 20%   10 20%	Death notification acknowledged,																												
10	1a recorded and documentation sent	within 5 days	M	95%	within 2 days	28	100%	35	100%	30	100%	14	100%	35	100%	30	100%	31	100%	15	100%	18	100%	16	100%	18	100%	22	100
Retirement notification acknowledged, within 10 days, M 95% within 7 days 128 888 114 95% within 7 days 99 100 100 100 131 100 100 112 100 114 95% within 5 days 11 95% within 5 days 12 95% within 5	Award dependent benefits (Death																												
2a recorded and documentations ent within 10 days by expendent and the property of the position sent in within 5 days by expendent by e	1b Grants)	within 5 days	Н	95%	within 5 days	17	100%	15	100%	9	100%	21	100%	17	95%	13	93%	16	100%	16	100%	8	100%	12	92%	21	96%	14	100
2a recorded and documentations ent within 10 days by expendent and the property of the position sent in within 5 days by expendent by e		·			·																								
20 Payment of fump sum made within 5 days Mr. 95% within 5 days Mr	Retirement notification acknowledged	I,																											
20 Payment of lump sum made within 5 days M 99%	2a recorded and documentation sent	within 10 days	М	95%	within 7 days	128	88%	114	93%	101	97%	98	88%	94	90%	93	100%	95	95%	117	96%	128	99%	94	99%	104	100%	81	91
## Transfers In - Quote (Values) aggregation 25   U 90% aggregation	2b Payment of lump sum made	within 5 days	Н	95%	within 5 days	129	100%	99	100%	130	100%	90	94%	118	97%	101	100%	147	90%	113	100%	107	100%	112	100%	147	97%	136	
## Transfers In - Quote (Values) aggregation 25   U 90% aggregation	3 Calculation of spouses benefits		М	90%	within 5 days	22	96%	13	93%	25	88%	19	100%	19	100%	20	100%	22	96%	15	100%	14	93%	18	95%	16			
4a Transfers In - Quotes (Values) aggregation 25 L 90% aggregation 15 37 84% 36 98% 31 91% 29 837 23 100% 33 76% 38 90% 35 89% 42 96% 47 73% 22 64% 12 4 4 5 7 7 7 7 7 8 9 8 9 8 9 8 9 9 9 9 9 9 9 9	·	within 10 days			within 10 days,																								
A	4a Transfers In - Quote (Values)		L	90%	aggregation 15	37	84%	36	98%	31	91%	29	83%	23	100%	33	76%	38	90%	35	89%	42	96%	47	73%	22	64%	12	67
5a Transfers Out - Quote within 12 days L 90% within 15 days 23 87% 14 93% 24 100% 15 100% 18 100% 30 94% 21 100% 17 95% 9 89% 8 100% 33 100% 9 100% 21 100% 18 100% 18 100% 19 100% 1		00 0																											
5a Transfers Out - Quote within 12 days   L   90% within 15 days   S   95%   48   98%   48   100%   29   100%   55   100%   48   100%   43   91%   48   100%   103   100%   63   91%   47   98%   23   11   11   11   11   11   11   11	4b Transfers In - Payments	within 10 days	L	90%	aggregation 25	23	100%	21	100%	33	97%	29	90%	17	95%	22	100%	22	91%	27	100%	23	100%	34	65%	8	75%	14	93
6a Employer estimates provided within 7 days M 95% within 15 days 10 100% 22 100% 18 100% 14 93% 27 86% 17 89% 19 100% 10 100% 26 97% 33 97% 42 96% 23 100% 19 100% 10 100% 26 97% 33 97% 42 96% 23 100% 19 100% 10 100% 26 97% 33 97% 42 96% 23 100% 19 100% 10 100% 26 97% 33 97% 42 96% 23 100% 19 100% 10 100% 26 10 100% 19 100% 10 100% 26 10 100% 19 100% 10 100% 26 10 100% 19 100% 10 100% 26 10 100% 19 100% 10 100% 26 10 100% 19 100% 10 100% 10 100% 10 100% 10 100% 10 100% 10 100% 10 100% 10 100% 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 10 100% 10 10 100% 10 10 100% 10 10 10 100% 10 10 100% 10 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 100% 10 10 10 10 10 10 100% 10 10 10 10 10 10 10 10 10 10 10 10 10	5a Transfers Out - Quote	within 25 days	L	90%	within 15 days	57	95%			48	100%			55	100%		100%		91%	48	100%	103	100%	63	91%	47	98%	23	100
6b Employee projections provided within 10 days L 95% within 15 days 12 100% 17 100% 19 100% 11 91% 14 100% 13 93% 14 100% 19 95% 23 100% 19 95% 33 97% 8 100% 19 100% 10 10 10 10 10 10 10 10 10 10 10 10 10	5b Transfers Out - Payments	within 25 days	L	90%	within 10 days	23	87%	14	93%	24	100%	18	100%	30	94%	21	100%	17	95%	9	89%	8	100%	33	100%	9	100%	21	91
6b Employee projections provided within 10 days L 95% within 15 days 12 100% 17 100% 19 100% 11 910% 11 910% 11 910% 13 93% 14 100% 19 95% 23 100% 19 95% 33 97% 8 100	6a Employer estimates provided	within 7 days	М	95%	within 15 days	10	100%	22	100%	18	100%	14	93%	27	86%	17	89%	19	100%	10	100%	26	97%	33	97%	42	96%	23	83
Refunds within 10 days L 95% settle 5 days 55 100% 52 93% 33 100% 39 100% 58 100% 58 100% 54 100% 32 100% 32 100% 33 100% 29 97% 8 118		<u> </u>	L	95%		12	100%			19	100%	11		14	100%		93%	14	100%	19	95%	23	100%	19	95%	33	97%	8	. 88
7 Refunds within 10 days L 95% settle 5 days 55 100% 52 93% 33 100% 39 100% 58 100% 47 100% 54 100% 32 100% 32 100% 33 100% 29 97% 8 11 8 Deferred benefit notifications within 25 days L 95% within 15 days 303 100% 306 100% 221 99% 195 99% 376 100% 241 100% 329 100% 333 100% 202 100% 150 100% 147 100% 99 100% 150 100% 147 100% 150 100% 147 100% 150 100% 150 100% 147 100% 150 100% 150 100% 147 100% 150 100% 1		,			Quotes 10 days,																								
8 Deferred benefit notifications within 25 days L 95% within 15 days 303 100% 306 100% 221 99% 195 99% 376 100% 241 100% 329 100% 333 100% 202 100% 150 100% 147 100% 99 120 1000 1000 1000 1000 1000 1000 10	7 Refunds	within 10 days	L	95%	•	55	100%	52	93%	33	100%	39	100%	58	100%	47	100%	54	100%	32	100%	32	100%	33	100%	29	97%	8	100
TOTAL TASKS COMPLETED  844 96.68% 792 97.85% 722 98.34% 666 95.21% 883 97.62% 699 98.28% 847 97.17% 789 98.61% 734 99.32% 664 94.73% 643 96.89% 481 94.1   Figures for the previous year  Figures for two years ago  Missed target cases  1 28 17 12 29 21 12 24 11 5 5 35 20 26    Omplaints received- Admin  Complaints received- Regulatory  1 Compliments received  1 Compliments received  1 Compliments received  1 Compliments received  1 Complaints received  1 Co			L	95%						221	99%				100%		100%	329	100%			202	100%					99	
Figures for the previous year 550 91.45% 557 90.84% 617 93.70% 408 98.28% 486 97.53% 591 98.31% 494 95.34% 516 92.64% 543 92.63% 394 96.70% 359 98.61% 454 98.00	TOTAL TASKS COMPLETED	,			,			792	97.85%	722	98.34%			883	97.62%	699	98.28%	847	97.17%	789	98.61%	734	99.32%			643	96.89%		
Figures for two years ago  Missed target cases  Complaints received- Admin  Complaints received- Regulatory  Compliments received  Compliments received  Compliments received  Complaints received  Co	Figures for the previous year					550	91.45%	557	90.84%	617			98.28%	486	97.53%	591	98.31%	494	95.34%	516	92.64%	543	92.63%	394	96.70%	359	98.61%	454	98.02
Missed target cases     Missed target cases     28     17     12     29     21     12     24     11     5     35     20     26       9     Complaints received- Admin     0     2     1     2     5     3     2     1     6     5     7     8       Complaints received- Regulatory     0     0     0     0     0     0     0     0     0       13     Compliments received     0     0     0     1     0     1     0     0     0     1     1     0	. , ,																						02.007						
9     Complaints received- Admin     0     2     1     2     5     3     2     1     6     5     7     8       Complaints received- Regulatory     0     0     0     0     0     0     0     0     0       13     Compliments received     0     0     0     1     0     1     1     0     0     1     1     0								17				29		21		12		24		11		5		35		20		26	
Gomplaints received- Regulatory         0 <t< td=""><td>Complaints received- Admin</td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td><td></td><td>1</td><td></td><td>2</td><td></td><td>5</td><td></td><td>3</td><td></td><td>2</td><td></td><td>1</td><td></td><td>6</td><td></td><td>5</td><td></td><td>7</td><td></td><td>8</td><td>,</td></t<>	Complaints received- Admin							2		1		2		5		3		2		1		6		5		7		8	,
13 Compliments received 0 0 0 1 1 0 1 0 1 0	9									0		0		0		0		0		0		0		0		0		0	,
								0				1		1		0		1		0		0		1		1		0	
						Ma	r-22	Fek	p-22	Jan	-22	Dec	:-21	Nov	-21	Oct	-21	Sep	-21	Aug	g-21	Jul-	-21	Jun	-21	May	/-21	Apr	-21
Award dependent benefits (Death																													

	ormance 21 to Dec		•
Total	Fails		% pass
2	92	0	100
1	79	4	97.8
1,2	47	66	94.7
1,4	29	35	97.6
2	23	8	96.4
3	85	58	84.9
2	73	21	92.3
6	12	13	97.9
2	27	10	95.6
2	61	15	94.3
2	02	6	97.0
1	72	E	08.0
	72	5 5	98.9 99.8
2,9 8,7		246	99.8 <b>97.2</b>
0,7	U <del>-1</del>	240	31.2

	Award dependent benefits (Death												
1b	Grants)						_				1 overdue		
	Retirement notification acknowledged,		15 over by average	11 over by average 3		12 over by average of 2.6	,						
2a	recorded and documentation sent		1.3 days	days		days							
									Switch to Admin2Pay				7 overdue by average
2b	Payment of lump sum made					_			module - immed paym't				of 4 days
					3 over by average 2								
3	Calculation of spouses benefits				days								
			6 over by average 8.5			F		8 Overdue by average	]	5 overdue by average		8 overdue by average	4 overdue by average
4a	Transfers In - Quote (Values)		days			5 over		of 7 days		of 3 days	13 overdue	of 23 days	of 6 days
				_			-		•			2 overdue by average	
4b	Transfers In - Payments										11 overdue	of 38 days	
													<b>-</b>
5a	Transfers Out - Quote												
													2 overdue by average
5b	Transfers Out - Payments									1 overdue by 2 days			of 10 days
	·							2 Overdue by average	]	, ,			4 overdue by average
6a	Employer estimates provided							of 5 days					of 6 days
							4 Overdue by average						
6b	Employee projections provided						3 days						
				4 over by average 1.3			7 -	J					
8	Deferred benefit (DB5YE)			days									
	, ,		New KPI/SLA			New KPI/SLA reporting		New KPI/SLA targets			Two issues with	Two bank holidays.	Blackout period
			reporting MI from			MI from Altair Insights	I .	for all new work			transfers-in:	1. Highest tasks	closed 8/4/21.
			Altair Insights not			not completed yet.		commence on or			PAT TUPE cases	_	
			completed yet.			Julie P working on AA		after 13/10/21.			Use of reply	started.	
			Key resources			project & Haley		Work commenced			received task lists		
			moved to work on			Deeley on i-Connect		prior to this will			Both now resolved	d	
			Pension Increases			Lot of days holiday		continue to be					
			<b>Project</b> & System					measured against					
			upgrades. Impact					the old targets.					
			of Ivy leaving felt.										
		Mika Kasah laft	13/14 staff so far	hay Gurr retired	Jennie Shuttleworth				Adam Lanclay		Adam Lansley	Steve Plastow	Michael Keogh
			offered ESCC T&C's		returns from	1			Adam Lansley contract made a		contract starts		_
		14/4/22.	In a second of	20/2/22	returns from				contract made a		contract starts	retired 12/5/21.	started 8/4/21.

maternity 17/1/22.

Eight vacancies

Eight vacancies

Eight vacancies

Eight vacancies

seasonal worker 10/9/21.

Eight vacancies

Eight vacancies

Eight vacancies

Lewis Leslie started

Nine vacancies

Nine vacancies

26/5/21.

10/6/21.

Eight vacancies