

APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Activity	Old Measure	Impact	Old Target	New Target	Jun-22		May-22		Apr-22		Mar-22		Feb-22		Jan-22		Dec-21		Nov-21		Oct-21		Sep-21		Aug-21		Jul-21																											
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score																								
Scheme members	Penioners, Active & Deferred				82,505		81,483		81,450		81,405		81,089		81,132		80,931		80,484		80,334		79,102		79,492		79,393																											
New starters set up	Bulk, I-Connect & NewStarter Task				391		316		287		404		123		320		379		894		451		240		200		287																											
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	95%	within 2 days	39	100%	35	100%	23	100%	28	100%	35	100%	30	100%	14	100%	35	100%	30	100%	31	100%	15	100%	18	100%																									
1b	Award dependent benefits (Death Grants)	within 5 days	H	95%	within 5 days	15	100%	12	100%	11	100%	17	100%	15	100%	9	100%	21	100%	17	95%	13	93%	16	100%	16	100%	8	100%																									
2a	Retirement notification acknowledged, recorded and documentation sent	within 10 days	M	95%	within 7 days	78	99%	124	97%	96	96%	128	88%	114	93%	101	97%	98	88%	94	90%	93	100%	95	95%	117	96%	128	99%																									
2b	Payment of lump sum made	within 5 days	H	95%	within 5 days	134	100%	125	98%	142	100%	129	100%	99	100%	130	100%	90	94%	118	97%	101	100%	147	90%	113	100%	107	100%																									
3	Calculation of spouses benefits	within 5 days	M	90%	within 5 days	17	100%	18	100%	17	100%	22	96%	13	93%	25	88%	19	100%	19	100%	20	100%	22	96%	15	100%	14	93%																									
4a	Transfers In - Quote (Values)	within 10 dys aggregation 25	L	90%	within 10 dys, aggregation 15	24	80%	32	97%	33	85%	37	84%	36	98%	31	91%	29	83%	23	100%	33	75%	38	90%	35	89%	42	96%																									
4b	Transfers In - Payments	within 10 days	L	90%	aggregation 25	26	100%	38	100%	20	95%	23	100%	21	100%	33	97%	29	90%	17	95%	22	100%	22	91%	27	100%	23	100%																									
5a	Transfers Out - Quote	within 25 days	L	90%	aggregation 15	49	90%	50	96%	51	91%	57	95%	48	98%	48	100%	29	100%	55	100%	48	100%	43	91%	48	100%	103	100%																									
5b	Transfers Out - Payments	within 25 days	L	90%	aggregation 25	18	78%	26	77%	19	95%	23	87%	14	93%	24	100%	18	100%	30	94%	21	100%	17	95%	9	89%	8	100%																									
6a	Employer estimates provided	within 7 days	M	95%	within 15 days	22	100%	23	100%	10	100%	10	100%	22	100%	18	100%	14	93%	27	86%	17	89%	19	100%	10	100%	26	97%																									
6b	Employee projections provided	within 10 days	L	95%	within 15 days	14	100%	13	100%	27	100%	12	100%	17	100%	19	100%	11	91%	14	100%	13	93%	14	100%	19	95%	23	100%																									
7	Refunds	within 10 days	L	95%	Quotes 10 days, settle 5 days	31	100%	43	100%	39	100%	55	100%	52	93%	33	100%	39	100%	58	100%	47	100%	54	100%	32	100%	32	100%																									
	Deferred benefit notifications	within 25 days	L	95%	within 15 days	202	100%	267	100%	294	100%	303	100%	306	100%	221	99%	195	99%	376	100%	241	100%	329	100%	333	100%	202	100%																									
TOTAL TASKS COMPLETED					669	97.76%	806	98.01%	782	97.95%	844	96.68%	792	97.85%	722	98.34%	606	95.21%	883	97.62%	699	98.28%	847	97.17%	789	98.61%	734	99.32%																										
Figures for the previous year					664	94.73%	643	96.89%	481	94.59%	481	94.59%	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%																								
Figures for two years ago					394	96.70%	359	98.61%	454	98.02%	598	99.00%	642	99.53%																																								
Missed target cases					15		16		16		28		17		12		29		21		12		24		11		5																											
9	Complaints received- Admin				2		6		5		0		2		1		2		5		3		2		1		6																											
	Complaints received- Regulatory				0		0		0		0		0		0		0		0		0		0		0		0																											
13	Compliments received				1		1		0		0		0		0		1		1		1		0		0		0																											
Summary for failed cases					Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22	Dec-21	Nov-21	Oct-21	Sep-21	Aug-21	Jul-21																																						
1b	Award dependent benefits (Death Grants)											15 over by average 1.3 days		11 over by average 3 days		12 over by average of 2.6 days																																						
2a	Retirement notification acknowledged, recorded and documentation sent											3 over by average 2 days		Switch to Admin2Pay module - immed paym't																																								
2b	Payment of lump sum made											5 over by average 6 days		5 overby average 13 days		6 over by average 8.5 days		5 over		8 Overdue by average of 7 days		5 overdue by average of 3 days																																
3	Calculation of spouses benefits											4 over by average 6 days		6 over by average 1.6 days						2 Overdue by average of 5 days		1 overdue by 2 days																																
4a	Transfers In - Quote (Values)																																																					
4b	Transfers In - Payments																																																					
5a	Transfers Out - Quote																																																					
5b	Transfers Out - Payments																																																					
6a	Employer estimates provided																																																					
6b	Employee projections provided																																																					
8	Deferred benefit (DBSYE)																																																					
New KPI/SLA reporting MI from Altair Insights not completed yet. Key resources moved to work on ABS & onboarding I-Connect Employers															New KPI/SLA reporting MI from Altair Insights not completed yet. Key resources moved to work on Pension Increases Project & System upgrades. Impact of Ivy leaving felt.				New KPI/SLA reporting MI from Altair Insights not completed yet. Julie P working on AA project & Haley Deley on I-Connect Lot of days holiday				New KPI/SLA targets for all new work commence on or after 13/10/21. Work commenced prior to this will continue to be measured against the old targets.																															
8 jobs advertised in July															Mike Keogh left 14/4/22. Jennie went p/t 3 days a week		13/14 staff so far offered ESCC T&C's have accepted.		Ivy Gurr retired 28/2/22		Jennie Shuttleworth returns from maternity 17/1/22.				Adam Lansley contract made a seasonal worker 10/9/21.																													
Ten vacancies					Ten vacancies					Ten vacancies					Nine vacancies					Nine vacancies					Eight vacancies					Eight vacancies					Eight vacancies					Eight vacancies					Eight vacancies					Eight vacancies				

Performance for the year Jan 21 to Dec 21 inclusive		
Total	Fails	% pass
333	0	100.0
170	1	99.4
1,266	61	95.2
1,435	26	98.2
221	7	96.8
393	43	89.1
301	8	97.3
629	20	96.8
227	19	89.0
218	8	96.3
196	3	98.5
515	5	99.0
3,269	5	99.8
9,173	206	97.8