APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

			Old	13/10/21																								
Activity	Old Measure	Impad	Targe	New Target	Sep)-22	Aug	-22	Jul	-22	Jun	-22	May	/-22	Ар	r-22	Mar	-22	Feb-	-22	Jan	n-22	Dec	:-21	No	v-21	Oct-	-21
Scheme members	Pensioners, Activ	re & Defer	red		82	472	825	26	824	176	82,	505	81,	483	81,	450	81,4	105	81,0)89	81,	,132	80,	931	80,	,484	80,3	334
New starters set up	Bulk, i-Connect 8	k NewStar	ter Task		2	97	21	5	43	30	39	91	32	16	2	87	40)4	12	3	32	20	3	79	8	94	45	1
					Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
Death notification acknowledged,																											1	
recorded and documentation sent	within 5 days	М	95%	within 2 days	25	100%	31	100%	26	100%	39	100%	35	100%	23	100%	28	100%	35	100%	30	100%	14	100%	35	100%	30	100
Award dependent benefits (Death	·																											
Grants)	within 5 days	Н	95%	within 5 days	11	100%	13	100%	14	100%	15	100%	12	100%	11	100%	17	100%	15	100%	9	100%	21	100%	17	95%	13	939
Retirement notification	·			·																								
acknowledged, recorded and																												
documentation sent	within 10 days	М	95%	within 7 days	100	92%	140	98%	148	95%	78	99%	124	97%	96	96%	128	88%	114	93%	101	97%	98	88%	94	90%	93	100
Payment of lump sum made	within 5 days	Н	95%	within 5 days	137	100%	150	100%	142	99%	134	100%	125	98%	142	100%	129	100%	99	100%	130	100%			118	97%	101	1009
Calculation of spouses benefits	within 5 days	М	90%	within 5 days	16	100%	25	100%	21	100%	17	100%	18	100%	17	100%	22	96%	13	93%	25	88%	19	100%	19	100%	20	100
·	within 10 dys			within 10 dys,																								
Transfers In - Quote (Values)	aggregation 25	L	90%	aggregation 15	25	92%	42	88%	22	91%	24	80%	32	97%	33	85%	37	84%	36	98%	31	91%	29	83%	23	100%	33	76
				within 5 dys,																								
Transfers In - Payments	within 10 days	L	90%	aggregation 25	19	95%	22	100%	22	100%	26	100%	38	100%	20	95%	23	100%	21	100%	33	97%	29	90%	17	95%	22	1009
				within 10 dys,																								
Transfers Out - Quote	within 25 days	L	90%	aggregation 15	54	86%	82	97%	36	97%	49	90%	50	96%	51	91%	57	95%	48	98%	48	100%	29	100%	55	100%	48	1009
				within 10 dys,																								
Transfers Out - Payments	within 25 days	L	90%	aggregation 25	18	50%	10	90%	21	91%	18	78%	26	77%	19	95%	23	87%	14	93%	24	100%	18	100%	30	94%	21	1009
Employer estimates provided	within 7 days	М	95%	within 15 days	5	100%	4	100%	12	100%	22	100%	23	100%	10	100%	10	100%	22	100%	18	100%	14	93%	27	86%	17	89
Employee projections provided	within 10 days	L	95%	within 15 days	23	100%	16	94%	16	100%	14	100%	13	100%	27	100%	12	100%	17	100%	19	100%	11	91%	14	100%	13	939
Refunds (inc frozen refunds wef				Quotes 10 days,																								
Aug 22)	within 10 days	L	95%	settle 5 days	141	82%	160	89%	57	97%	31	100%	43	100%	39	100%	55	100%	52	93%	33	100%	39	100%	58	100%	47	1009
Deferred benefit notifications	within 25 days	L	95%	within 15 days	188	89%	213	93%	257	100%	202	100%	267	100%	294	100%	303	100%	306	100%	221	99%	195	99%	376	100%	241	100
TOTAL TASKS COMPLETED	-				762	90.16%	908	94.93%	794	97.98%	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	98.289
Figures for the previous year					847	97.17%	789	98.61%	734	99.32%	664	94.73%	643	96.89%	481	94.59%	550	91.45%	557	90.84%	617	93.70%	408	98.28%	486	97.53%	591	98.31
Figures for two years ago					494	95.34%	516	92.64%	543	92.63%	394	96.70%	359	98.61%	454	98.02%	598	99.00%	642	99.53%								
Missed target cases					75		46		16		15		16		16		28		17		12		29		21		12	
Complaints received- Admin					3		3		5		2		6		5		0		2		1		2		5		3	
Complaints received- Regulatory					0		0		0		0		0		0		0		0		0		0		0		0	
3 Compliments received				1	0		0		0		1		1		0		0		0		0		1		1		0	

Performance for the year Oct 21 to Sep 22 inclusive											
Total	% pass										
3	51	0	100.0								
1	68	1	99.4								
4.3	4.4	74	94.4								
1,3 1,4		74 13	94.4								
-	37 32	5	97.8								
_	J Z	J	57.0								
3	67	41	88.8								
2	92	7	97.6								
6	07	28	95.4								
2	42	39	83.9								
1	84	7	96.2								
1	95	3	98.5								
7.	55	50	93.4								
3,0	63	40	98.7								
9,2	67	308	96.6								

Summary for failed cases	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22	Dec-21	Nov-21	Oct-21
Award dependent benefits (Death												
1b Grants) acknowledged, recorded and							45	T.,	7	12 over by average of 2.6	ר	
2a documentation sent							15 over by average 1.3 days	11 over by average 3 days		days		
	8 over by average 6.9							1	_		_	
2b Payment of lump sum made	days									_		
3 Calculation of annuals han effe									3 over by average 2			
3 Calculation of spouses benefits	F	10		C aver by average C	٦	5 averby average 12	C 2122 h. 21222 22 0.1	.7	days		1	O Country by average
4a Transfers In - Quote (Values)		over by average 19 ays		5 over by average 6 days		5 overby average 13 days	6 over by average 8.8 days			5 over		8 Overdue by average of 7 days
	_				_		•	_			_	
4b Transfers In - Payments												
5a Transfers Out - Quote	8 over by average 5.3 days											
Su Transfers out Quote	9 over by average 4			4 over by average 6	6 over by average 1.6							
5b Transfers Out - Payments	days			days	days							
												2 Overdue by average
6a Employer estimates provided	l ₁	over by 10 days										of 5 days
6b Employee projections provided		2, 20 00,0									4 Overdue by average 3 days	e
Refunds (inc frozen refunds wef	26 over by average 6 1	7 over by average 5.4						4 over by average 1.3]		,	
7 Aug 22)	1.	ays						days	J			
O Deferred horsefit (DREVE)		5 over by average 8.3										
8 Deferred benefit (DB5YE)	<i>days</i> days	ays										