

APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

		13/10/21																								Performance for the year Oct 21 to Sep 22 inclusive						
Activity		Old Measure	Impact	Old Target	New Target	Sep-22		Aug-22		Jul-22		Jun-22		May-22		Apr-22		Mar-22		Feb-22		Jan-22		Dec-21					Nov-21		Oct-21	
Scheme members		Pensioners, Active & Deferred				82472		82526		82476		82,505		81,483		81,450		81,405		81,089		81,132		80,931					80,484		80,334	
New starters set up		Bulk, i-Connect & NewStarter Task				297		215		430		391		316		287		404		123		320		379					894		451	
						Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score			
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	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%			
1b	Award dependent benefits (Death Grants)	within 5 days	H	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	93%			
2a	Retirement notification acknowledged, recorded and documentation sent	within 10 days	M	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%			
2b	Payment of lump sum made	within 5 days	H	95%	within 5 days	137	100%	150	100%	142	99%	134	100%	125	98%	142	100%	129	100%	99	100%	130	100%	90	94%	118	97%	101	100%			
3	Calculation of spouses benefits	within 5 days	M	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%			
4a	Transfers In - Quote (Values)	within 10 dys aggregation 25	L	90%	within 10 dys, 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%			
4b	Transfers In - Payments	within 10 days	L	90%	within 5 dys, 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	100%			
5a	Transfers Out - Quote	within 25 days	L	90%	within 10 dys, 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	100%			
5b	Transfers Out - Payments	within 25 days	L	90%	within 10 dys, 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	100%			
6a	Employer estimates provided	within 7 days	M	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%			
6b	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	93%			
7	Refunds (inc frozen refunds wef Aug 22)	within 10 days	L	95%	Quotes 10 days, 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	100%			
8	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	98.28%			
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				
9	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				
13	Compliments received					0		0		0		1		1		0		0		0		0		1		1		0				

Performance for the year Oct 21 to Sep 22 inclusive		
Total	Fails	% pass
351	0	100.0
168	1	99.4
1,314	74	94.4
1,497	13	99.1
232	5	97.8
367	41	88.8
292	7	97.6
607	28	95.4
242	39	83.9
184	7	96.2
195	3	98.5
755	50	93.4
3,063	40	98.7
9,267	308	96.6

[illegible]