APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Activity	Impact	Target	Target															_	_	-	
-			[since Oct 21]	Dec		Nov		Oct		Sep-22		ug-22	Jul		Jun		May-22	Apr-22	Mar-22	Feb-22	Jan-22
			& Deferred New Starter Task	84,0 1,0		83,3 51		83,2		82,472 297		32,526 215	82,4 43		82,5 39		81,483 316	81,450 287	81,405 404	81,089 123	81,132 320
				Volume	Score	Volume	Score	Volume	Score	Volume Sco	ore Volum	e Score	Volume	Score	Volume	Score	Volume Score	Volume Score	Volume Score	e Volume Score	Volume Score
Death notification acknowledged, recorded and documentation sent	М	95%	within 2 days	35	100%	47	100%	39	100%	25	100%	31 100%	26	100%	39	100%	35 100%	23 100	% 28 100	0% 35 100	30 10
Award dependent benefits (Death																					
Grants)	н	95%	within 5 days	9	100%	22	100%	23	100%	11	100%	13 100%	14	100%	15	100%	12 100%	11 100	% 17 100	0% 15 10	9 10
Retirement notification acknowledged,																					
a recorded and documentation sent	м	95%	within 7 days	78		91		92		100		40 98%			78		124 97%	96 96			
 Payment of lump sum made Calculation of spouses benefits 	Н	95% 90%	within 5 days within 5 days	73 14		106 20		128 18				50 100% 25 100%	142 21		134 17		125 98% 18 100%	142 100 17 100			130 10 130 10 130 25
		50/0	within 10 dys,	14	10070	20	10070	10	10070	10		23 100/	~ ~ ~ ~	10070	17	10070					
Transfers In - Quote (Values)	L	90%	aggregation 15	45	94%	45	89%	41	93%	25	92%	42 <mark>88%</mark>	22	91%	24	80%	32 97%	33 859	<mark>% 37</mark> 84	<mark>1%</mark> 36 98	3% 31 9
Transfers In - Payments	L	90%	within 5 dys, aggregation 25	23	100%	20	100%	18	100%	19	95%	22 100%	22	100%	26	100%	38 100%	20 959	% 23 100	0% 21 100	33 9
			within 10 dys,																		
Transfers Out - Quote	L	90%	aggregation 15 within 10 dys,	44	82%	61	90%	48	94%	54	86%	82 97%	36	97%	49	90%	50 96%	51 919	% 57 95	5% 48 98	3% 48 10
Transfers Out - Payments	L	90%	aggregation 25	17	100%	26	85%	21	90%	18	50%	10 90%	21	91%	18	78%	26 77%	19 959	× 23 87	7% 14 93	3% 24 10
	М	95%	within 15 days	8	100%	9	100%	10			100%	4 100%	12		22		23 100%	10 100			
Employee projections provided Refunds (inc frozen refunds wef Aug	L	95%	within 15 days Quotes 10 days,	7	100%	18	100%	21	100%	23	100%	16 <mark>94%</mark>	16	100%	14	100%	13 100%	27 100	% 12 100	0% 17 100	0% 19 10
22)	L	95%	settle 5 days	110		173		165		141		60 89%	57		31		43 100%	39 100	% 55 100	<mark>)%</mark> 52 93	<mark>// 00 10</mark>
Deferred benefit notifications TOTAL TASKS COMPLETED	L	95%	within 15 days	235 698		251 889		339 963		188 762 90		13 93% 08 94.93%	257		202	100% 97.76%	267 100% 806 98.01%	294 100 782 97.95%		306 100 3% 792 97.85	
Figures for the previous year				698		889				847 97		08 94.93% 89 98.61%		97.98% 99.32%		97.76% 94.73%	643 96.89%	481 94.59%			
Figures for two years ago				408		486		591		494 95	.34% 5	16 92.64%	543		394	96.70%	359 98.61%	454 98.02%	598 99.00	642 99.53	3%
Missed target cases Complaints received- Admin				17		55 2		49		75	46		16 5		15		16 6	16	28 0	17 2	12
Complaints received- Regulatory				0		0		0		0	0		0		0		0	0	0	0	0
3 Compliments received				1		0		0		0	0		0		1		1	0	0	0	0
Summary for failed cases	1			Dec	:-22	Nov	-22	Oct	-22	Sep-22		Aug-22	Jul-	-22	Jun	-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22
Award dependent benefits (Death Grants)																					
Retirement notification acknowledged,								15 over by a	iverage	8 over by average	6.9								15 over by average 1	1.3 11 over by average 3	
recorded and documentation sent								2.87 days		days									days	days	
Payment of lump sum made																					
																					3 over by average 2
Calculation of spouses benefits						·		1			r		1		r				-T		days
a Transfers In - Quote (Values)						5 over by ave days	erage 3				5 over b days	/ average 19			5 over by av days	verage 6		5 overby average 13 days	6 over by average 8. days	5	
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o Transfers In - Payments						1															
a Transfers Out - Quote				8 over by av	verage 5					8 over by average	5.3										
				days		4 over by ave	erage 21	1		days 9 over by average	4				4 over by av	verage 6 6	over by average 1.6				
o Transfers Out - Payments						days	0.080			days					days		days				
a Employer estimates provided																					
Employer estimates provided											1 over b	y 10 days	1								
Employee projections provided										1]								_
Refunds (inc frozen refunds wef Aug 22)								18 over by a	iverage	26 over by averag		by average 5.4								4 over by average 1.3	
Incruitus (inc. it ozen returius wel Aug 22)						37 over by a		9.11 days		days 21 over by averag	days e 4 15 over)V average & 2	1							days	
Deferred benefit (DB5YE)						days				days	days				T				-1		
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				October ne		•				Plus Julie full tir			-	-	Connect	ces moveu i				upgrades. Impact of Iv	
										consuming inter	-	-	-								
										begin working o time being alloc											
										internal audit ac	tion). Sept ind	luded additio	nal training f	for							
										promoted staff.	BAU time allo	cated to mor	tality exercis	ses.							
			In Jan 23	3 job offers	c mado	5 roles adv	orticod	3 104 1000	sion		I		8 vacancie	c		I		Mike Keash laft	13/14 staff so far	Ivy Gurr retired	Jennie Shuttlewor
			in Jan 23 interviews for	S JOD Offers	sindue	S TOIES advi		3 new pens administrat		3 existing pensic administrators	n		8 vacancies advertised					Mike Keogh left 14/4/22.	offered ESCC T&C'		returns from
			Projects Manager					apprentice		promoted and 1								Jennie went p/t 3	have accepted.		maternity 17/1/22
			& Projects Officer.							changed roles -	need							days a week			
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series series<		45	94%	45	89%	41	93%	25	92%	42	88%	22	91%	24	80%	32	97%	33	85%	37	84%	36	98%	31	91
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Performance for the year Jan 22 to Dec 22 inclusive										
tal	Fails		% pass							
3	93	0	100.0							
1	71	0	100.0							
1,2	90	70	94.6							
1,4	95	3	99.8							
	26	5	97.8							
4	13	41	90.1							
2	85	3	98.9							
6	28	45	92.8							
2	37	34	85.7							
1	53	0	100.0							
	03	1	99.5							
1,0		74	93.0							
3,0		86	97.2							
9,6	29	362	96.2							

Total