

APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Activity	Impact	Target	Target [since Oct 21]	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22												
Scheme members		Pensioners, Active & Deferred		84,074	84,394	84,232	84,067	83,333	83,208	82,472	82,526	82,476	82,505	81,483	81,450												
New starters set up		Bulk, i-Connect & New Starter Task		402	530	373	1,045	519	382	297	215	430	391	316	287												
				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score												
1a	M	95%	within 2 days	28	100%	35	100%	48	100%	35	100%	47	100%	39	100%												
1b	H	95%	within 5 days	25	100%	32	100%	29	100%	9	100%	22	100%	23	100%												
2a	M	95%	within 7 days	190	98%	203	99%	155	99%	78	100%	91	100%	92	84%												
2b	H	95%	within 5 days	141	100%	115	100%	105	100%	73	100%	106	100%	128	100%												
3	M	90%	within 5 days	12	100%	26	100%	26	100%	14	100%	20	100%	18	100%												
4a	L	90%	within 10 dys, aggregation 15	63	96%	48	98%	70	99%	45	94%	45	89%	41	93%												
4b	L	90%	within 5 dys, aggregation 25	28	100%	19	100%	22	100%	23	100%	20	100%	18	100%												
5a	L	90%	within 10 dys, aggregation 15	65	97%	72	99%	76	100%	44	82%	61	90%	48	94%												
5b	L	90%	within 10 dys, aggregation 25	40	98%	22	100%	30	100%	17	100%	26	85%	21	90%												
6a	M	95%	within 15 days	17	100%	33	100%	13	100%	8	100%	9	100%	10	100%												
6b	L	95%	within 15 days	17	100%	17	100%	15	100%	7	100%	18	100%	21	100%												
7	L	95%	within 10 dys, settle 5 days	182	96%	125	86%	245	87%	110	98%	173	98%	165	89%												
8	L	95%	within 15 days	229	98%	203	99%	431	99%	235	99%	251	85%	339	98%												
9a	M	95%	within 15 days	93	76%																						
9b	M	95%	within 10 days	423	93%																						
TOTAL TASKS COMPLETED				1,553	98.39%	950	97.47%	1,265	96.76%	698	97.56%	889	93.81%	963	94.91%	762	90.16%	908	94.93%	794	97.98%	669	97.76%	806	98.01%	782	97.95%
Figures for the previous year				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%	664	94.73%	643	96.89%	481	94.59%
Figures for two years ago				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	98.02%
Figures for three years ago				598	99.00%	642	99.53%																				
Missed target cases				76		24		41		17		55		49		75		46		16		15		16		16	
10				7		2		6		2		2		2		3		3		5		2		6		5	
11				1		1		0		1		0		0		0		0		0		1		1		0	

Performance for the year Apr 22 to Mar 23 inclusive		
Total	Fails	% pass
411	0	100.0
216	0	100.0
1,495	51	96.6
1,498	4	99.7
230	0	100.0
490	46	90.6
277	2	99.3
688	43	93.8
268	31	88.4
166	0	100.0
204	1	99.5
1,471	128	91.3
3,109	95	96.9
93	22	76.3
423	29	93.1
11,039	452	95.9

Summary for failed cases

Activity	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22
1b												
2a						15 over by average 2.87 days	8 over by average 6.9 days					
2b												
3												
4a						5 over by average 3 days		5 over by average 19 days		5 over by average 6 days		5 over by average 13 days
4b												
5a						8 over by average 5 days		8 over by average 5.3 days				
5b						4 over by average 21 days		9 over by average 4 days		4 over by average 6 days	6 over by average 1.6 days	
6a												
6b								1 over by 10 days				
7						18 over by average 1.2 days	34 over by average 2 days		18 over by average 9.11 days	26 over by average 6 days	17 over by average 5.4 days	
8								37 over by average 29 days		21 over by average 4 days	15 over by average 8.3 days	

New KPI/SLA MI from Altair Insights not completed yet. Interviewing for Project Manager role in Jan 23. Process reviews continue.

New KPI/SLA MI from Altair Insights not completed yet. Lots of interviewing throughout the quarter. Process reviews continue. October new starters begin some intensive training.

New KPI/SLA MI from Altair Insights not completed yet. **Key resources retained to work on ABS & i-Connect Employers. Plus Julie full time on Annual Allowance in Sept.** Lots of time consuming interviewing undertaken in August. In Sept two staff begin working on i-Connect without BAU backfill. A lot of team time being allocated to process reviews (the outstanding 2021/22 internal audit action). Sept included additional training for promoted staff. BAU time allocated to mortality exercises.

New KPI/SLA reporting MI from Altair Insights not completed yet. **Key resources moved to work on ABS & onboarding BHCC i-Connect**

1 job advertised plus 1 new pensions administrator & 1 project officer started

1 new pension administrator & 1 i-Connect administrator started

1 job offer made & 1 casual project officer removed

3 job offers made

5 roles advertised

3 new pension administrators + 1 apprentice started

3 existing pension administrators promoted and 1 changed roles - need to backfill.

8 vacancies advertised

Mike Keogh left 14/4/22. Jennie went p/t 3 days a week

Three vacancies

Five vacancies

Seven vacancies

Six vacancies

Six vacancies

Six vacancies

Ten vacancies

Ten vacancies

Ten vacancies

Ten vacancies

Ten vacancies

Ten vacancies