APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Scheme members Personant, Asher External Secret Secret members Personant, Asher External Secret Secret members Personant, Asher External Secret S	Activity	Impact	Targe	Target																								
Mathematic Note Mathematic	Activity	IIIIpaci	t	[since Oct 21]	Mar	-23	Feb	-23	Jan-	-23	Dec	:-22	Nov	<i>ı</i> -22	Oct	:-22	Sep-	-22	Aug	;-22	Jul-	-22	Jun	-22	May	y-22	Ар	r-22
Positive Hills at the North method service with the Positive Foundation service wit	Scheme members	Pensione	rs, Active	& Deferred	84,0)74	84,	394	84,2	232	84,	067	83,3	333	83,	208	82,4	172	82,	526	82,4	476	82,	505	81,	483	81,	,450
Depart motification acconsisted end documentation will be a consistent of the control and documentation will be a control and will be a control and documentation will be a control and will be	New starters set up	Bulk, i-Co	nnect & N	New Starter Task	40	2	53	30	37	'3	1,0	45	51	19	38	32	29	7	2:	L5	43	30	39	91	31	16	2	87
Department of the control and documentations and documentations and documentations and documentations and documentations and the service of the control and documentations and the service of the service of the control and documentations and the service of the servi	·				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score								
Name of the perfect (Death 1 95% within 5 days 25 300% 32 100% 29 100% 9 100% 22 100% 23 100% 11 100% 13 100% 14 100% 15 100% 12 100%	Death notification acknowledged,																											
Bestiment notification acknowledges Restriction in Control of the Control of	1a recorded and documentation sent	М	95%	within 2 days	28	100%	35	100%	48	100%	35	100%	47	100%	39	100%	25	100%	31	100%	26	100%	39	100%	35	100%	23	100
Retirement norification acknowledged, 2a recorded and documentation sent M M 95% within 7 days 190 95% 203 95% 105 100% 155 100% 78 100% 101 100% 102 100% 125 95% 148 95% 78 100% 101 100% 102 100% 125 95% 144 100% 114 100% 115 100% 105 100% 78 100% 100% 125 100% 125 100% 125 95% 144 100% 125 95	Award dependent benefits (Death																											
2a recorded and documentation sent M 95% within 7 days 190 98% 100 99% 115 99% 12 99% 134 99%	1b Grants)	Н	95%	within 5 days	25	100%	32	100%	29	100%	9	100%	22	100%	23	100%	11	100%	13	100%	14	100%	15	100%	12	100%	11	100
2b ywyment of lump sum made H 95% within 5 days 141 100% 115 100% 125 100% 127 100% 137 100% 137 100% 142 99% 134 100% 125 99% 134 100% 125 99% 134 100% 125 99% 134 100% 125 100% 127 100% 127 100% 127 100% 127 100% 127 100% 127 100% 128 1	Retirement notification acknowledged	d,																										
3 Calculation of spouses benefits M 90% within 5 days within 10 days, within 1	2a recorded and documentation sent	М	95%	within 7 days	190	98%	203	99%	155	99%	78	100%	91	100%	92	84%	100	92%	140	98%	148	95%	78	99%	124	97%	96	90
48 Transfers in - Quote (Values) L 90% aggregation 25 0.8 100% 19 100% 22 100% 22 100% 23 100% 19 100% 18 100% 19 95% 45 94% 45 88% 41 93% 25 92% 42 88% 22 91% 24 80% 32 97% 33 33 46 Transfers in - Payments L 90% aggregation 25 28 100% 19 100% 22 100% 22 100% 23 100% 19 95% 22 100% 22 100% 25	2b Payment of lump sum made	Н	95%	within 5 days	141	100%	115	100%	105	100%	73	100%	106	100%	128	100%	137	100%	150	100%	142	99%	134	100%	125	98%	142	100
A Transfers In Quote (Values) L 90% aggregation 15 G 80 99% 48 99% 70 99% 898 70 99% 898 70 99% 898 70 99% 898 70 99% 898 70 99% 898 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 898 80 99% 808 998 808 998 808 998 99% 898 808 998 808 998 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 808 998 99	3 Calculation of spouses benefits	М	90%	within 5 days	12	100%	26	100%	26	100%	14	100%	20	100%	18	100%	16	100%	25	100%	21	100%	17	100%	18	100%	17	100
## Ab Transfers In - Payments L 90% within 5 days, aggregation 15 25 100% 19 100% 22 100% 23 100% 20 100% 18 100% 19 55% 22 100% 22 100% 25 100% 38 100% 20 20 20 20 20 20 20				within 10 dys,																								
4b Transfers In - Payments L 90% aggregation 25 28 100% 19 100% 22 100% 23 100% 20 100% 18 100% 19 95% 22 100% 22 100% 26 100% 38 100% 20 100% 35 100% 35 100% 20 100%	4a Transfers In - Quote (Values)	L	90%	aggregation 15	63	96%	48	98%	70	99%	45	94%	45	89%	41	93%	25	92%	42	88%	22	91%	24	80%	32	97%	33	85
Transfers Out - Quote L 90% aggregation 15 65 97% 72 99% 76 100% 44 82 61 90% 48 94% 54 86% 82 97% 36 97% 49 99% 50 99% 51 51 55 Transfers Out - Payments L 90% aggregation 15 40 98% 22 100% 30 100% 17 100% 26 88% 21 90% 18 50% 10 90% 21 91% 18 78% 26 77% 16 66 Employee projections provided M 95% within 15 days 17 100% 33 100% 17 100% 13 100% 8 100% 7 100% 5 100% 4 100% 12 100% 22 100% 22 100% 30 100% 17 100% 18 100% 5 100% 4 100% 12 100% 22 100% 23 100% 16 66 Employee projections provided L 95% within 15 days 17 100% 17 100% 15 100% 7 100% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 21 100% 23 100% 16 100% 16 100% 14 100% 13 100% 27 200% 18 100% 20 1				within 5 dys,																								
5a Transfers Out - Quote	4b Transfers In - Payments	L	90%	aggregation 25	28	100%	19	100%	22	100%	23	100%	20	100%	18	100%	19	95%	22	100%	22	100%	26	100%	38	100%	20	95
State Stat				within 10 dys,																								
5b Transfer Out - Payments L 90% aggregation 25 40 98% 22 100% 30 100% 17 100% 26 85% 21 90% 18 50% 10 90% 21 91% 18 78% 26 77% 15 15 6a Employer estimates provided L 95% within 15 days 17 100% 17 100% 18 100% 8 100% 9 100% 10 100% 5 100% 10 100% 10 100% 10 10	5a Transfers Out - Quote	L	90%	aggregation 15	65	97%	72	99%	76	100%	44	82%	61	90%	48	94%	54	86%	82	97%	36	97%	49	90%	50	96%	51	91
Ea Employer estimates provided M 95% within 15 days 17 100% 33 100% 13 100% 8 100% 9 100% 10 100% 5 100% 4 100% 12 100% 22 100% 23 100% 10 100				within 10 dys,																								
Employee projections provided L 95% within 15 days 17 100% 17 100% 15 100% 7 100% 18 100% 21 100% 23 100% 16 94% 16 100% 14 100% 13 100% 27 Refunds (inc frozen refunds werf Aug Quotes 10 days, settle 5 days settle 5 days 182 96% 125 86% 245 87% 110 98% 165 89% 141 82% 160 89% 57 97% 31 100% 43 100% 39 80 Aggregation Quote M 95% within 15 days 93 96% within 15 days 93 96% 100% 100% 100% 100% 100% 100% 100% 10	5b Transfers Out - Payments	L	90%	aggregation 25	40	98%	22	100%	30	100%	17	100%	26	85%	21	90%	18	50%	10	90%	21	91%	18	78%	26	77%	19	95
Refunds (inc frozen refunds wef Aug 7 22) Refunds (inc frozen refunds wef Aug 7 22) Refunds (inc frozen refunds wef Aug 8 22) Refunds (inc frozen refunds wef Aug 1 95% settle 5 days 182 96% 125 86% 245 87% 110 98% 173 98% 165 89% 141 82% 160 89% 57 97% 31 100% 43 100% 33 100% 43 100% 33 100% 43 100	6a Employer estimates provided	М	95%	within 15 days	17	100%	33	100%	13	100%	8	100%	9	100%	10	100%	5	100%	4	100%	12	100%	22	100%	23	100%	10	100
7 22) L 95% settle 5 days 182 96% 125 86% 245 87% 110 98% 173 98% 165 89% 141 82% 160 89% 57 97% 31 100% 43 100% 39 88 Deferred benefit notifications L 95% within 15 days 229 98% 203 99% 431 99% 235 99% 251 85% 339 98% 188 89% 213 93% 257 100% 202 100% 267 100% 294 88% 203 99% 431 99% 235 99% 251 85% 339 98% 188 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 884 89% 213 93% 257 100% 202 100% 267 100% 294 89% 203 100% 202 100% 20	6b Employee projections provided	L	95%	within 15 days	17	100%	17	100%	15	100%	7	100%	18	100%	21	100%	23	100%	16	94%	16	100%	14	100%	13	100%	27	100
8 Deferred benefit notifications L 95% within 15 days 229 98% 203 99% 431 99% 255 99% 251 85% 339 98% 188 89% 213 93% 257 100% 202 100% 267 100% 294 100% 29	Refunds (inc frozen refunds wef Aug			Quotes 10 days,																								
9a Aggregation Quote	/ [22]	L	95%	settle 5 days	182	96%	125	86%	245	87%	110	98%	173	98%	165	89%	141	82%	160	89%	57	97%	31	100%	43	100%	39	100
9b Aggregation Actual M 95% within 10 days 423 93%	8 Deferred benefit notifications	L	95%	within 15 days	229	98%	203	99%	431	99%	235	99%	251	85%	339	98%	188	89%	213	93%	257	100%	202	100%	267	100%	294	100
TOTAL TASKS COMPLETED	9a Aggregation Quote	М	95%	within 15 days	93	76%																						
Figures for the previous year 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 95.30% 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 99.53% 591 99.00% 642 99.		M	95%	within 10 days		93%																						
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 Figures for three years ago 598 99.00% 642 99.53% 510 510 510 510 510 510 510 510 510 510																												97.95%
Figures for three years ago 598 99.00% 642 99.53%	Figures for the previous year																											94.59%
Missed target cases 76 24 41 17 55 49 75 46 16 15 16 16 10 Complaints received 7 2 6 2 2 3 3 5 2 6 5 11 Compliments received 1 1 1 0 1 0 0 0 0 0 1 1 0										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%
10 Complaints received 7 2 6 2 2 3 3 5 2 6 5 11 Compliments received 1 1 0 1 0 0 0 0 0 0 1 1 0	Figures for three years ago				598	99.00%	642	99.53%																				
11 Compliments received 1 1 1 0 1 0 0 0 0 0 1 1 0					76		24		41		17		55		49		75		46		16		15		16		16	
					7		2		6		2		2		2		3		3		5		2		6		5	
Summary for failed cases Mar-23 Feb-23 Jan-23 Dec-22 Nov-22 Cot-22 Sep-22 Aug-22 Jul-22 Jul-22 May-22 An	11 Compliments received				1		1		0		1		0		0		0		0		0		1		1		0	
560-22 100-22 560	Summary for failed cases				Mar	-23	Feb	-23	Jan-	-23	Dec	:-22	Nov	<i>I</i> -22	Oct	:-22	Sep-	-22	Aug	-22	Jul-	-22	Jun	-22	May	y-22	Ар	r-22

Total Fails 411 216	0	% pass 100.0 100.0
	0	
216		100.0
•	51	96.6
1,498	4	99.7
230	0	100.0
490 4	16	90.6
277	2	99.3
688 4	13	93.8
268 3	31	88.4
166	0	100.0
204	1	99.5
1,471 12	28	91.3
3,109	95	96.9
93 2	22	76.3
423 2	29	93.1
11,039 45	52	95.9

	•
1b	Award dependent benefits (Death Grants)
15	
	Retirement notification acknowledged,
2a	recorded and documentation sent
2b	Payment of lump sum made
3	Calculation of spouses benefits
4a	Transfers In - Quote (Values)
4b	Transfers In - Payments
40	Transfers in Tayments
l _	
5a	Transfers Out - Quote
5b	Transfers Out - Payments
6a	Employer estimates provided
6b	Employee projections provided
	Refunds (inc frozen refunds wef Aug
7	22)
—	
	Defermed have fit (DDEVE)
8	Deferred benefit (DB5YE)

			5 over by average 3 days			5 over by average 19 days	5 over by average 6 days		5 overby averdays
		8 over by average 5 days	4 over by average 21 days		8 over by average 5.3 days 9 over by average 4 days		4 over by average 6 days	6 over by average 1.6 days	
18 over by average 1.2	34 over by average 2]		18 over by average	26 over by average 6	1 over by 10 days 17 over by average 5.4			
	days]		9.11 days	days	days			
			37 over by average 29 days		21 over by average 4 days	15 over by average 8.3 days			

8 over by average 6.9

15 over by average

				days		days	days				
New KPI/SLA MI fron	n Altair Insights not co	mpleted yet.	New KPI/SLA MI fror	n Altair Insights not co	mpleted yet. Lots of	New KPI/SLA MI fron	n Altair Insights not co	mpleted yet. <i>Key</i>	New KPI/SLA reporti	ng MI from Altair Insig	hts not completed
Interviewing for Proj	ect Manager role in Ja	n 23. Process reviews	interviewing through	out the quarter. Proc	ess reviews continue .	resources retained t	o work on ABS & i-Co	nnect Employers.	yet. <i>Key resources r</i>	noved to work on AB	S & onboarding
continue .			October new starter	s begin some intensiv	e training.	1	n Annual Allowance in	•	BHCC i-Connect		
						consuming interview	ing undertaken in Aug	gust. In Sept two staff			
						begin working on i-Co	onnect without BAU b	ackfill. A lot of team			
						time being allocated	to process reviews (th	ne outstanding			
						2021/22 internal aud	lit action). Sept include	ed additional training			
						for promoted staff. B	AU time allocated to	mortality exercises.			
	Т	T		<u></u>	T		Т	T		1	T
1 job advertised plus	· ·	1 job offer made & 1	3 job offers made	5 roles advertised	3 new pension	3 existing pension		8 vacancies			Mike Keogh left
'		casual project			administrators + 1	administrators		advertised			14/4/22.
administrator & 1	Connect	officer removed			apprentice started	promoted and 1					Jennie went p/t 3
project officer	administrator					changed roles - need					days a week
started	started					to backfill.					
Three vacancies	Five vacancies	Seven vacancies	Six vacancies	Six vacancies	Six vacancies	Ten vacancies	Ten vacancies	Ten vacancies	Ten vacancies	Ten vacancies	Ten vacancies