## APPENDIX 1

These are Orbis internal targets and the ESCC targets agreed in Sept 20 as a result of Good Governance review cannot commence until we go live with a separate database (AH currently installing).

## East Sussex Pensions Administration - Key Performance Indicators

	Activity		Target	Mar-2		Feb-		Jan		Dec		Nov		Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
	Scheme members	Pensioners, Active & Defe	rred	79071	l	7902			990	78-		784		77,920	77,944	77,619	77,706	77,429	75,196	76,851
	New starters set up			Volume S	Score	Volume 21:		Volume 17		Volume 2		Volume 53		299 Volume Score	239 Volume Score	205 Volume Score	409 Volume Score	358 Volume Score	Volume Sco	re Volume Score
	Death notification acknowledged,						-						000.0							
1a	recorded and documentation sent	within 5 days M	95%	43	100%	29	100%	64	100%	20	100%	28	100%	34 100%	29 <b>100</b> %	17 100%	35 <b>100</b> 9	6 16 <b>100</b> 9	6 33 10	0% 43 100%
41	Award dependent benefits (Death Grants)	Marie de la compansión	050/	9	000/	40	4.000/		4.000/	11	100%	7	86%	18 <b>100</b> %		8 100%	6 1009	6 12 1009	6 10	2000
1b	Retirement notification acknowledged,	within 5 days H	95%	9	89%	10	100%	9	100%	- 11	100%	/	86%	18 100%	9 89%	8 100%	6 1009	6 12 1009	6 6 10	0% 4 100%
2a	recorded and documentation sent	within 5 days M	95%	84	95%	68	56%	74	94%	43	94%	56	97%	63 96%	52 <b>97</b> %	73 91%	74 929	68 989	6 46 9	8% 48 <b>96</b> %
2b	Payment of lump sum made	within 5 days H	95%	96	87%	99	94%	82	93%	84	99%	85	97%	140 94%	114 94%	127 94%	103 979	6 82 <b>97</b> 9	6 88 9	9% 121 97%
3	Calculation of spouses benefits	within 5 days M	90%	24	96%	19	100%	20	95%	8	100%	11	100%	23 100%	13 100%	10 100%	12 1009	6 16 <b>100</b> 9	6 12 10	
4a 4b	Transfers In - Quote (Values) Transfers In - Payments	within 10 days L within 10 days L	90% 90%	19 22	79% 91%	26 17	74%	23 19	61% 95%	18 5	95% 100%	17 19	100% 90%	21 96% 22 100%	37 100% 10 90%	20 95% 15 60%	12 <b>92</b> 5	6 12 1009 6 12 1009	6 19 9 6 9 10	
5a	Transfers Out - Quote	within 25 days L	90%	40	75%	41	93%	28	95%	22	96%	27	90%	33 100%	41 91%	18 100%	20 959	6 16 1009	6 10 10	
5b	Transfers Out - Payments	within 25 days L	90%	22	87%	12	92%	16	100%	8	100%	20	90%	11 100%	13 85%		11 1009	6 7 869		
6a	Employer estimates provided	within 7 days M	95%	28	68%	30	80%	33	79%	9	89%	12	100%	10 100%	12 84%	54 73%	45 499	6 25 <b>72</b> 9	6 7 7	2% 11 91%
6b	Employee projections provided	within 10 days L	95%	14	93% 100%	30 24	94% 100%	9 37	100%	9 21	100%	22 32	96%	31 94%	19 79%	17 94%	18 849 6 31 1009	12 1009 38 989	6 5 10 6 16 10	0% 5 100% 0% 12 100%
8	Refunds Deferred benefit notifications	within 10 days L within 25 days L	95% 95%	22 127	100%	152	100%	203	100%	150	100%	150	100%	39 100% 146 100%	23 100% 122 100%	32 100% 117 100%	160 1009	6 78 999	6 102 10	0% 12 100% 0% 139 100%
-	TOTAL TASKS COMPLETED	Within 25 days	33/6		91.45%	557	90.84%	617	93.70%	408	98.28%	486	97.53%	591 98.31%						
	Missed target cases			47		51		39		7		12		10	23 5>3day	s 38	40	14	6	9
9	Complaints received- Admin									0		0		2	0	6	0	1	0	1
13	Complaints received- Regulatory  Compliments received									0		0		0	0	1	0	0	0	0
15	compliments received	<u> </u>								Ů		Ü		, in the second	- U	_		-	- U	-
OVE				Mar-21	1	Feb-	21	Jan	-21	Dec	:-20	Nov	-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
DUE	S RED-AMBER															Ĭ				
CASE	Award dependent benefits (Death	1																		
1b	Grants)			1 Overdue by	2 davs							1 Overdue	by 13 days		1 overdue - 2 day	s				
	Retirement notification acknowledged,	1	4 Overdue by average		30 overdue		4 overdue		-				1			overdue - average 6 Overdue -		1 task overdue		
2a	recorded and documentation sent			of 7 day		30 0Ve	luue	4 0ve	riuue						_	by 12 days	Average 2 days		16 days	
				12 Overdue by		1 over	due	6 ove	rdue					8 Overdue by		9 overdue - average			1 task overdue	by
2b	Payment of lump sum made			of 4 day	/S									average of 7 days	1	by 3 days	348 days	1	17 days	
2	Calculation of spouses benefits			1 Overdue by	A days															
3	Calculation of spouses benefits	1		4 Overdue by a						1									1 tack avardus	by 1 1 case overdue 47
4a	Transfers In - Quote (Values)			of 7 days		7 over	aue	9 ove	erdue										day	days
				2 Overdue by a	average	1 over	due			-						8 overdue - average	3 Overdue -		,	· · · · · · · · · · · · · · · · · · ·
4b	Transfers In - Payments			of 17 day												by 32 days	Average 9 days	1		
5a	Transfers Out - Quote			10 Overdue by		3 over	due													
58	Transfers Out - Quote			of 15 day															1	
5b	Transfers Out - Payments			9 Overdue by a of 5 days		1 over	due											1 Task, 5 Days overdue		
	·	1		4 Overdue by a		6 over	due	7 ove	rdue							15 overdue -	28 Overdue -	7 Tasks, 4 Days	2 tasks overdue	by
6a	Employer estimates provided	1		of 6 day		O OVEI		, ove	ude	1 Overdue	by 3 days				1 overdue - 7 day:			overdue average		
	E					2 over	due							2 Overdue by	4 overdue -	1 overdue - by 37		1		
6b	Employee projections provided	+		1 Overdue by	1 days			J						average of 6 days	average 2.5 days	days	73 days	_		
8	Deferred benefit (DB5YE)																			
Ť		1		Resources div	verted	Resources d	liverted	Post receiv	ed and					Half the late	More intense	39 days holiday =	Overall post up	Т		
				to data migrat	tion to	to data mig	ration to	tasks comp	oleted at					lumpsums are	training.	288 hours.	38% on last	1		
				support UAT a Parallel runs.	and	support UA Parallel run		highest lev last 12 mo						where retirements returned	TV in/out activity high.	Retirements & Employer	month. Team			
				Parallel runs.		Parallel run	».	50% on De						paperwork early.	Projects - DIP,	estimates at high				
								of deaths a						Redundancy	overseas	level.	take leave.			
								high.						quotes stopped	mortality, ABS	Training new				
Sum	mary for failed cases													early October.	queries.	starters.				
Juli	mary for falled cases	Michael I	Keogh starts					New struct	ture chart	Staff roles n	nade			1	1	7/8 Aaron Martin	Ioh Robinson	12/6 Simon	Will Bamber	
		8/4. Stev	e Plastow					showing n		permanent						left Mubu	promoted	Bathurst left	joined	
			/5. Lewis						and agreed	Jennie, Julie	& Joe					Mubukwanu				
		Leslie job	offer made					vacancies								joined				
				Ten vacancies	_	Ten vacanci	or	Ten vacano	rior	Two vacano	ior	Two vacan	rior	Two vacantina	Two wasses	Two vacanting	Two wasses	Two vaces sind	Onoverse	Two vacancies
				ren vacancies	3	i en vacanci	ES	ren vacano	rie?	ı wo vacano	IES	ı wo vacan	ue2	Two vacancies	Two vacancies	i wo vacancies	Two vacancies	Two vacancies	One vacancies	I WO VACANCIES

	Performance for the year Apr 20 to Mar 21 inclusive									
Total	Fails	% pass								
39	91	0	100							
10	)9	3	97.2							
74		67	91.1							
122	21	62	94.9							
18	34	2	98.9							
23	80	26	88.7							
18	36	16	91.4							
31	14	16	94.9							
14	15	9	93.8							
27	76	73	73.6							
19	91	14	92.7							
32	27	1	99.7							
164	16	4	99.8							
596	59	293	95.1							