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 (went live October 21).

East Sussex Pensions Administration - Key Performance Indicators

	Activity	Old Measure	Impact	Old Target	New Target 100% (13/10/2021)	Dec-21		Nov-21		Oct-21		Sep-21		Aug-21		Jul-21		Jun-21		May-21		Apr-21		Mar-21		Feb-21		Jan-21		Performance for the year Jan 21 to Dec 21 inclusive		
	Scheme members	Pensioners, Active & Deferred				80,931		80,484		80,334		79,102		79,492		79,393		79,151		79,070		79,172		79,071		79,027		78,990				
	New starters set up					379		894		451		240		200		287		230		326		178		211		211		176				
						Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Total	Fails	% pass
1a	Death notification acknowledged, recorded and documentation sent	within 5 days	M	**95%**	within 2 days	14	100%	35	100%	30	100%	31	100%	15	100%	18	100%	16	100%	18	100%	22	100%	43	100%	29	100%	64	100%	335	0	100
1b	Award dependent benefits (Death Grants)	within 5 days	H	**95%**	within 5 days	21	100%	17	95%	13	93%	16	100%	16	100%	8	100%	12	92%	21	96%	14	100%	9	89%	10	100%	9	100%	166	5	97.0
2a	Retirement notification acknowledged, recorded and documentation sent	within 10 days	M	**95%**	within 7 days	98	88%	94	90%	93	100%	95	95%	117	96%	128	99%	94	99%	104	100%	81	91%	84	95%	68	56%	74	94%	1,130	78	93.1
2b	Payment of lump sum made	within 5 days	H	**95%**	within 5 days	90	94%	118	97%	101	100%	147	90%	113	100%	107	100%	112	100%	147	97%	136	95%	96	87%	99	94%	82	93%	1,348	59	95.6
3	Calculation of spouses benefits	within 5 days	M	**90%**	within 5 days	19	100%	19	100%	20	100%	22	96%	15	100%	14	93%	18	95%	16	100%	20	100%	24	96%	19	100%	20	95%	226	5	97.8
4a	Transfers In - Quote (Values)	within 10 days	L	**90%**	within 10 days, aggregation 15	29	83%	23	100%	33	76%	38	90%	35	89%	42	96%	47	73%	22	64%	12	67%	19	79%	26	74%	23	61%	349	68	80.5
4b	Transfers In - Payments	within 10 days	L	**90%**	within 5 days, aggregation 25	29	90%	17	95%	22	100%	22	91%	27	100%	23	100%	34	65%	8	75%	14	93%	22	91%	17	95%	19	95%	254	25	90.2
5a	Transfers Out - Quote	within 25 days	L	**90%**	within 15 days	29	100%	55	100%	48	100%	43	91%	48	100%	103	100%	63	91%	47	98%	23	100%	40	75%	41	93%	28	90%	568	27	95.2
5b	Transfers Out - Payments	within 25 days	L	**90%**	within 10 days	18	100%	30	94%	21	100%	17	95%	9	89%	8	100%	33	100%	9	100%	21	91%	22	87%	12	92%	16	100%	216	10	95.4
6a	Employer estimates provided	within 7 days	M	**95%**	within 15 days	14	93%	27	86%	17	89%	19	100%	10	100%	26	97%	33	97%	42	96%	23	83%	28	68%	30	80%	33	79%	302	37	87.7
6b	Employee projections provided	within 10 days	L	**95%**	within 15 days	11	91%	14	100%	13	93%	14	100%	19	95%	23	100%	19	95%	33	97%	8	88%	14	93%	30	94%	9	100%	207	9	95.7
7	Refunds	within 10 days	L	**95%**	Quotes 10 days, settle 5 days	39	100%	58	100%	47	100%	54	100%	32	100%	32	100%	33	100%	29	97%	8	100%	22	100%	24	100%	37	100%	415	1	99.8
8	Deferred benefit notifications	within 25 days	L	**95%**	within 15 days	195	99%	376	100%	241	100%	329	100%	333	100%	202	100%	150	100%	147	100%	99	99%	127	100%	152	100%	203	100%	2,554	3	99.9
	TOTAL TASKS COMPLETED					**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%	**550**	91.45%	**557**	90.84%	**617**	93.70%	8,070	**327**	**95.9**
	Figures for the previous year					**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%	**598**	99.00%	**642**	99.53%					
	Missed target cases					29		21		12		24		11		5		35		20		26		47		51		39				
9	Complaints received- Admin					2		5		3		2		1		6		5		7		8		4		2		0				
	Complaints received- Regulatory					0		0		0		0		0		0		0		0		0		0		0		0				
13	Compliments received					1		1		0		1		0		0		1		1		0		0		0		0				

	Summary for failed cases	Dec-21	Nov-21	Oct-21	Sep-21	Aug-21	Jul-21	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21
1b	Award dependent benefits (Death Grants)							1 overdue			1 Overdue by 2 days		
2a	Retirement notification acknowledged, recorded and documentation sent	12 over by average of 2.6 days									4 Overdue by average of 7 days	30 overdue	4 overdue
2b	Payment of lump sum made				Switch to Admin2Pay module - immed paym't					7 overdue by average of 4 days	12 Overdue by average of 4 days	1 overdue	6 overdue
3	Calculation of spouses benefits										1 Overdue by 4 days		
4a	Transfers In - Quote (Values)	5 over		8 Overdue by average of 7 days		5 overdue by average of 3 days		13 overdue	8 overdue by average of 23 days	4 overdue by average of 6 days	4 Overdue by average of 7 days	7 overdue	9 overdue
4b	Transfers In - Payments							11 overdue	2 overdue by average of 38 days		2 Overdue by average of 17 days	1 overdue	
5a	Transfers Out - Quote										10 Overdue by average of 15 days	3 overdue	
5b	Transfers Out - Payments					1 overdue by 2 days				2 overdue by average of 10 days	9 Overdue by average of 5 days	1 overdue	
6a	Employer estimates provided			2 Overdue by average of 5 days						4 overdue by average of 6 days	4 Overdue by average of 6 days	6 overdue	7 overdue
6b	Employee projections provided		4 Overdue by average 3 days								1 Overdue by 1 days	2 overdue	
8	Deferred benefit (DB5YE)												