## APPENDIX 1

## **East Sussex Pensions Administration - Key Performance Indicators**

1		13/10/	2021			1												1									
Old Measure	Impact	rge New T	arget	Sep	-22	Aug	g-22	Jul	-22	Jun-	-22	May	<sub>/</sub> -22	Арі	r-22	Mar	-22	Feb.	-22	Jan-	-22	Dec	-21	Nov	<i>i</i> -21	Oct-	-21
Pensioners, Active	& Deferred			824	72	825	526	824	476	82,5	505	81,4	483	81,	450	81,4	105	81,0	189	81,1	132	80,9	931	80,4	184	80,3	334
Bulk, i-Connect &	NewStarter Ta	k		29	7	2:	L5	43	30	39	1	31	<u> </u>	2	87	40	4	12	3	32	20	37	'9	89	)4	45	1ز
			,	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
within 5 days	M 9	within 2 d	ays	25	100%	31	100%	26	100%	39	100%	35	100%	23	100%	28	100%	35	100%	30	100%	14	100%	35	100%	30	100%
within 5 days	Н 9	within 5 d	ays	11	100%	13	100%	14	100%	15	100%	12	100%	11	100%	17	100%	15	100%	9	100%	21	100%	17	95%	13	93%
within 10 days	M 9	within 7 d	ays	100	92%	140	98%	148	95%	78	99%	124	97%	96	96%	128	88%	114	93%	101	97%	98	88%	94	90%	93	100%
within 5 days	Н 9	within 5 d	ays	137	100%	150	100%	142	99%	134	100%	125	98%	142	100%	129	100%	99	100%	130	100%	90	94%	118	97%	101	100%
within 5 days	M 9	within 5 d	ays	16	100%	25	100%	21	100%	17	100%	18	100%	17	100%	22	96%	13	93%	25	88%	19	100%	19	100%	20	100%
within 10 dys		within 10	dys,																								
aggregation 25	L 9	)% aggregation	on 15	25	92%	42	88%	22	91%	24	80%	32	97%	33	85%	37	84%	36	98%	31	91%	29	83%	23	100%	33	769
		within 5 d	ys,																								
within 10 days	L 9	)% aggregation	on 25	19	95%	22	100%	22	100%	26	100%	38	100%	20	95%	23	100%	21	100%	33	97%	29	90%	17	95%	22	100%
		within 10	dys,																								
within 25 days	L 9	)% aggregation	on 15	54	86%	82	97%	36	97%	49	90%	50	96%	51	91%	57	95%	48	98%	48	100%	29	100%	55	100%	48	100%
		within 10	dys,																								
within 25 days	L 9	)% aggregation	on 25	18	50%	10	90%	21	91%	18	78%	26	77%	19	95%	23	87%	14	93%	24	100%	18	100%	30	94%	21	100%
within 7 days	M 9	within 15	days	5	100%	4	100%	12	100%	22	100%	23	100%	10	100%	10	100%	22	100%	18	100%	14	93%	27	86%	17	899
within 10 days	L 9	within 15	days	23	100%	16	94%	16	100%	14	100%	13	100%	27	100%	12	100%	17	100%	19	100%	11	91%	14	100%	13	939
		Quotes 10	days,																								
within 10 days	L 9	settle 5 da	ays	141	82%	160	89%	57	97%	31	100%	43	100%	39	100%	55	100%	52	93%	33	100%	39	100%	58	100%	47	1009
within 25 days	L 9	within 15	days	188	89%	213	93%	257	100%	202	100%	267	100%	294	100%	303	100%	306	100%	221	99%	195	99%	376	100%	241	100%
				762	90.16%	908	94.93%	794	97.98%	669	97.76%	806	98.01%	782	97.95%	844	96.68%	792	97.85%	722	98.34%	606	95.21%	883	97.62%	699	98.289
				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%	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%								
				75		46		16		15		16		16		28		17		12		29		21		12	
				3		3		5		2		6		5		0		2		1		2		5		3	
				0		0		0		0		0		0		0		0		0		0		0		0	
			Ī	0		0		0		1		1		0		0		0		0		1		1		0	
	Pensioners, Active Bulk, i-Connect &  within 5 days  within 10 dys  aggregation 25  within 10 days  within 25 days  within 25 days  within 7 days  within 10 days	Pensioners, Active & Deferred Bulk, i-Connect & NewStarter Tas  within 5 days M 95  within 10 days M 95  within 5 days M 95  within 5 days M 95  within 10 dys aggregation 25 L 90  within 10 days L 90  within 25 days L 90  within 7 days M 95  within 10 days L 95  within 10 days L 90  within 10 days L 95  within 10 days L 95	Pensioners, Active & Deferred  Bulk, i-Connect & NewStarter Task  within 5 days M 95% within 5 d  within 5 days H 95% within 5 d  within 5 days M 95% within 5 d  within 5 days M 95% within 5 d  within 5 days M 95% within 5 d  within 10 days M 95% within 5 d  within 10 days M 95% within 5 d  within 10 days M 90% within 5 d  within 10 days L 90% aggregation  within 10 days L 90% aggregation  within 25 days L 90% aggregation  within 25 days L 90% aggregation  within 10 days L 95% within 15  Quotes 100  within 10 days L 95% settle 5 days	Pensioners, Active & Deferred  Bulk, i-Connect & NewStarter Task  within 5 days  M  95%  within 5 days  Within 10 dys  Within 10 dys  Aggregation 25  Within 10 days  Within 15 days  Within 10 days  Within 15 days  Within 15 days  Within 15 days  Within 10 days  Within 15 days	Old Measure         Impact t         Targe t t         New Target t         Sep           Pensioners, Active & Deferred         824           Bulk, i-Connect & NewStarter Task         29           within 5 days         M         95%         within 2 days         25           within 5 days         H         95%         within 5 days         11           within 10 days         M         95%         within 7 days         100           within 5 days         H         95%         within 5 days         137           within 5 days         M         90%         within 5 days         16           within 10 dys         within 10 dys, aggregation 15         25           within 10 days         L         90%         aggregation 25         19           within 10 days         L         90%         aggregation 25         19           within 25 days         L         90%         aggregation 25         18           within 7 days         M         95%         within 10 days, aggregation 25         18           within 7 days         M         95%         within 15 days         5           within 10 days         L         95%         within 15 days         23 <t< td=""><td>Old Measure         Impact Bulk, i-Connect &amp; NewStarter Task         New Target         Sep-22           Bulk, i-Connect &amp; NewStarter Task         297           within 5 days         M         95%         within 2 days         25         100%           within 5 days         H         95%         within 5 days         11         100%           within 10 days         M         95%         within 7 days         100         92%           within 5 days         H         95%         within 7 days         100         92%           within 5 days         H         95%         within 7 days         100         92%           within 10 days         H         95%         within 5 days         16         100%           within 10 dys         aggregation 25         L         90%         aggregation 15         25         92%           within 10 days         L         90%         aggregation 25         19         95%           within 25 days         L         90%         aggregation 25         19         95%           within 10 days         L         90%         aggregation 25         18         50%           within 10 days         L         95%         within 15 days         5&lt;</td><td>Old Measure         Impact Pensioners, Active &amp; Deferred         New Target Sep-22         Sep-22         Aug           Pensioners, Active &amp; Deferred         82472         825           Bulk, i-Connect &amp; NewStarter Task         297         23           within 5 days         M         95%         within 2 days         25         100%         31           within 5 days         H         95%         within 5 days         11         100%         13           within 10 days         M         95%         within 7 days         100         92%         140           within 5 days         H         95%         within 7 days         100         92%         140           within 5 days         H         95%         within 5 days         137         100%         150           within 10 days         M         90%         within 10 days         16         100%         25           within 10 days         L         90%         aggregation 15         25         92%         42           within 10 days         L         90%         aggregation 25         19         95%         22           within 25 days         L         90%         aggregation 25         18         50%         10</td><td>Old Measure         Impact t t t t t t t t t t t t t t t t t t</td><td>Old Measure         Impact t         Targe t t         New Target t         Sep-22         Aug-22         Jul           Pensioners, Active &amp; Deferred Bulk, i-Connect &amp; NewStarter Task         297         215         4.           Volume         Score         Volume         Score         Volume           within 5 days         M         95%         within 2 days         25         100%         31         100%         26           within 5 days         H         95%         within 5 days         11         100%         13         100%         14           within 5 days         H         95%         within 7 days         100         92%         140         98%         148           within 5 days         H         95%         within 5 days         137         100%         150         100%         142           within 10 dys         within 5 days         16         100%         25         100%         142           within 10 dys         aggregation 15         25         92%         42         88%         22           within 10 days         within 10 dys, aggregation 25         19         95%         22         100%         22           within 10 days         within 10 dys, a</td><td>  Pensioners, Active &amp; Deferred   82472   82526   82476   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82476   82477   82526   82476   82476   82477   82526   82476   824</td><td>Old Measure         Impact t t         Targe t t         New Target t t         Sep-22         Aug-22         Jul-22         Jul-22         Jun-22         3.2         Sep-22         Bulk, i-Connect &amp; NewStarter Task         297         215         430         32.5         3.2         Sep-22         Volume         Score         Volume         Sc</td><td>  New Target   New Target   Sep-22</td><td>  Pensioners, Active &amp; Deferred   Sep-22   Aug-22   Jul-22   Jul-22   May    </td><td>  Presidence, Active &amp; Deferred   Sep-22   Sugaration   Sep-22   Sugaration   Sep-23   Sugaration   Sep-24   Sugaration   Sep-25   Sugaration   Sep-26   Sugaration   Sugarat</td><td>  Did Measure   Impact   Targe   New Target   Sep-22   Aug-22   Jul-22   Jun-22   May-22   Aug-22   Aug-22   Jul-22   May-22   Aug-22   Aug-23   Aug-22   Aug-23   Aug-22   Aug-23   Aug-24   Aug-23   Aug-24   Aug-23   Aug-23   Aug-24   Aug-23   Aug-24   Aug-23   Aug-24   A</td><td>  Impact</td><td>  Pensioners, Active &amp; Deferred   Sep-12   Substitution   Substit</td><td>  May</td><td>  Name</td><td>  Persioners, Active - New Farty   Persioners, Active - New Farty</td><td>  Probation   Probation   Probatic   Probat</td><td>  Part</td><td>  Part</td><td>  Part</td><td>  Part</td><td>No.   No.   No.  </td><td>Note 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td></t<>	Old Measure         Impact Bulk, i-Connect & NewStarter Task         New Target         Sep-22           Bulk, i-Connect & NewStarter Task         297           within 5 days         M         95%         within 2 days         25         100%           within 5 days         H         95%         within 5 days         11         100%           within 10 days         M         95%         within 7 days         100         92%           within 5 days         H         95%         within 7 days         100         92%           within 5 days         H         95%         within 7 days         100         92%           within 10 days         H         95%         within 5 days         16         100%           within 10 dys         aggregation 25         L         90%         aggregation 15         25         92%           within 10 days         L         90%         aggregation 25         19         95%           within 25 days         L         90%         aggregation 25         19         95%           within 10 days         L         90%         aggregation 25         18         50%           within 10 days         L         95%         within 15 days         5<	Old Measure         Impact Pensioners, Active & Deferred         New Target Sep-22         Sep-22         Aug           Pensioners, Active & Deferred         82472         825           Bulk, i-Connect & NewStarter Task         297         23           within 5 days         M         95%         within 2 days         25         100%         31           within 5 days         H         95%         within 5 days         11         100%         13           within 10 days         M         95%         within 7 days         100         92%         140           within 5 days         H         95%         within 7 days         100         92%         140           within 5 days         H         95%         within 5 days         137         100%         150           within 10 days         M         90%         within 10 days         16         100%         25           within 10 days         L         90%         aggregation 15         25         92%         42           within 10 days         L         90%         aggregation 25         19         95%         22           within 25 days         L         90%         aggregation 25         18         50%         10	Old Measure         Impact t t t t t t t t t t t t t t t t t t	Old Measure         Impact t         Targe t t         New Target t         Sep-22         Aug-22         Jul           Pensioners, Active & Deferred Bulk, i-Connect & NewStarter Task         297         215         4.           Volume         Score         Volume         Score         Volume           within 5 days         M         95%         within 2 days         25         100%         31         100%         26           within 5 days         H         95%         within 5 days         11         100%         13         100%         14           within 5 days         H         95%         within 7 days         100         92%         140         98%         148           within 5 days         H         95%         within 5 days         137         100%         150         100%         142           within 10 dys         within 5 days         16         100%         25         100%         142           within 10 dys         aggregation 15         25         92%         42         88%         22           within 10 days         within 10 dys, aggregation 25         19         95%         22         100%         22           within 10 days         within 10 dys, a	Pensioners, Active & Deferred   82472   82526   82476   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82477   82526   82476   82476   82477   82526   82476   82476   82477   82526   82476   824	Old Measure         Impact t t         Targe t t         New Target t t         Sep-22         Aug-22         Jul-22         Jul-22         Jun-22         3.2         Sep-22         Bulk, i-Connect & NewStarter Task         297         215         430         32.5         3.2         Sep-22         Volume         Score         Volume         Sc	New Target   New Target   Sep-22	Pensioners, Active & Deferred   Sep-22   Aug-22   Jul-22   Jul-22   May	Presidence, Active & Deferred   Sep-22   Sugaration   Sep-22   Sugaration   Sep-23   Sugaration   Sep-24   Sugaration   Sep-25   Sugaration   Sep-26   Sugaration   Sugarat	Did Measure   Impact   Targe   New Target   Sep-22   Aug-22   Jul-22   Jun-22   May-22   Aug-22   Aug-22   Jul-22   May-22   Aug-22   Aug-23   Aug-22   Aug-23   Aug-22   Aug-23   Aug-24   Aug-23   Aug-24   Aug-23   Aug-23   Aug-24   Aug-23   Aug-24   Aug-23   Aug-24   A	Impact	Pensioners, Active & Deferred   Sep-12   Substitution   Substit	May	Name	Persioners, Active - New Farty   Persioners, Active - New Farty	Probation   Probation   Probatic   Probat	Part	Part	Part	Part	No.   No.	Note 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Performance for the year Oct 21 to Sep 22 inclusive												
Total	Fails		% pass									
35	51	0	100.									
16	58	1	99.									
1,31	.4	74	94.									
1,49		13	99.									
23		5	97.									
36		41	88.									
29	)2	7	97.									
60	)7	28	95.									
24	12	39	83.									
18	34	7	96.									
19	)5	3	98.									
75		50	93.									
3,06		40	98.									
9,26	57	308	96.									

Summary for failed cases	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22	Dec-21	Nov-21	Oct-21
Award dependent benefits (Death												
1b Grants)								T.,	٦	12 over by average of		
acknowledged, recorded and 2a documentation sent							15 over by average 1.3 days	11 over by average 3 days		12 over by average of 2.6 days		
2d documentation sent	8 over by average 6.9	]					1.5 day5	uuys	_	,		
2b Payment of lump sum made	days											
	<u> </u>	•							3 over by average 2			
3 Calculation of spouses benefits					_			_	days			
		5 over by average 19		5 over by average 6		5 overby average 13	6 over by average 8.	5		5 over		8 Overdue by average
4a Transfers In - Quote (Values)		days		days	]	days	days	_		3 6 7 6 1		of 7 days
4b Transfers In - Payments		1										
5a Transfers Out - Quote	8 over by average 5.3											
Sa Transfers Out - Quote	days			4 aver by average C	C 1 (							
5b Transfers Out - Payments	9 over by average 4 days			4 over by average 6 days	6 over by average 1.6 days	?						
		ı										2 Overdue by average
6a Employer estimates provided												of 5 days
		1 over by 10 days									4 Overdue by average	
6b Employee projections provided									_		3 days	]
Refunds (inc frozen refunds wef Aug	26 over by average 6							4 over by average 1.3				
7 22)	days	5.4 days						days				
	21 over by average 4											
8 Deferred benefit (DB5YE)	days	8.3 days										