APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

	Activity	Old Measure	Impact	Target	New Target (13/10/2021)	Sep-22		Aug-22		Jul-22		Jun-22		May-22		Apr-22		Mar-22		Feb-22		Jan-22		Dec-21		Nov-21		Oct-21		Performance for the year **Oct 21** to **Sep 22** inclusive		
	Scheme members	Pensioners, Active & Deferred				82472		82526		82476		82,505		81,483		81,450		81,405		81,089		81,132		80,931		80,484		80,334				
	New starters set up	Bulk, i-Connect & NewStarter Task				297		215		430		391		316		287		404		123		320		379		894		451				
						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	25	100%	31	100%	26	100%	39	100%	35	100%	23	100%	28	100%	35	100%	30	100%	14	100%	35	100%	30	100%	351	0	100.0
1b	Award dependent benefits (Death Grants)	within 5 days	H	**95%**	within 5 days	11	100%	13	100%	14	100%	15	100%	12	100%	11	100%	17	100%	15	100%	9	100%	21	100%	17	95%	13	93%	168	1	99.4
2a	Retirement notification acknowledged, recorded and documentation sent	within 10 days	M	**95%**	within 7 days	100	92%	140	98%	148	95%	78	99%	124	97%	96	96%	128	88%	114	93%	101	97%	98	88%	94	90%	93	100%	1,314	74	94.4
2b	Payment of lump sum made	within 5 days	H	**95%**	within 5 days	137	100%	150	100%	142	99%	134	100%	125	98%	142	100%	129	100%	99	100%	130	100%	90	94%	118	97%	101	100%	1,497	13	99.1
3	Calculation of spouses benefits	within 5 days	M	**90%**	within 5 days	16	100%	25	100%	21	100%	17	100%	18	100%	17	100%	22	96%	13	93%	25	88%	19	100%	19	100%	20	100%	232	5	97.8
4a	Transfers In - Quote (Values)	within 10 dys aggregation 25	L	**90%**	within 10 dys, aggregation 15	25	92%	42	88%	22	91%	24	80%	32	97%	33	85%	37	84%	36	98%	31	91%	29	83%	23	100%	33	76%	367	41	88.8
4b	Transfers In - Payments	within 10 days	L	**90%**	within 5 dys, aggregation 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%	292	7	97.6
5a	Transfers Out - Quote	within 25 days	L	**90%**	within 10 dys, aggregation 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%	607	28	95.4
5b	Transfers Out - Payments	within 25 days	L	**90%**	within 10 dys, aggregation 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%	242	39	83.9
6a	Employer estimates provided	within 7 days	M	**95%**	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	89%	184	7	96.2
6b	Employee projections provided	within 10 days	L	**95%**	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	93%	195	3	98.5
7	Refunds **(inc frozen refunds wef Aug 22)**	within 10 days	L	**95%**	Quotes 10 days, settle 5 days	141	82%	160	89%	57	97%	31	100%	43	100%	39	100%	55	100%	52	93%	33	100%	39	100%	58	100%	47	100%	755	50	93.4
8	Deferred benefit notifications	within 25 days	L	**95%**	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%	3,063	40	98.7
	TOTAL TASKS COMPLETED					**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**	98.28%	9,267	**308**	**96.6**
	Figures for the previous year					**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%			
	Figures for two years ago					**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					75		46		16		15		16		16		28		17		12		29		21		12				
9	Complaints received- Admin					3		3		5		2		6		5		0		2		1		2		5		3				
	Complaints received- Regulatory					0		0		0		0		0		0		0		0		0		0		0		0				
13	Compliments received					0		0		0		1		1		0		0		0		0		1		1		0				

	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
1b	Award dependent benefits (Death Grants)												
2a	acknowledged, recorded and documentation sent							15 over by average 1.3 days	11 over by average 3 days		12 over by average of 2.6 days		
2b	Payment of lump sum made	8 over by average 6.9 days											
3	Calculation of spouses benefits									3 over by average 2 days			
4a	Transfers In - Quote (Values)		5 over by average 19 days		5 over by average 6 days		5 overby average 13 days	6 over by average 8.5 days			5 over		8 Overdue by average of 7 days
4b	Transfers In - Payments												
5a	Transfers Out - Quote	8 over by average 5.3 days											
5b	Transfers Out - Payments	9 over by average 4 days			4 over by average 6 days	6 over by average 1.6 days							
6a	Employer estimates provided												2 Overdue by average of 5 days
6b	Employee projections provided		1 over by 10 days									4 Overdue by average 3 days	
7	Refunds (inc frozen refunds wef Aug 22)	26 over by average 6 days	17 over by average 5.4 days						4 over by average 1.3 days				
8	Deferred benefit (DB5YE)	*21 over by average 4 days*	15 over by average 8.3 days										