

APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Activity	Impact	Target	Target (since Oct 21)	Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	
Scheme members	Pensioners, Active & Deferred			83,939	83,857	83,910	84,074	84,394	84,232	84,067	83,333	83,208	82,472	82,526	82,476	
New starters set up	Bulk, i-Connect & New Starter Task			357	332	311	402	530	373	1,045	519	382	297	215	430	
				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	
1a	Death notification acknowledged, recorded and documentation sent	M	95%	within 2 days	26	100%	26	100%	30	100%	28	100%	35	100%	31	100%
1b	Award dependent benefits (Death Grants)	H	95%	within 5 days	21	86%	8	100%	11	100%	25	100%	32	100%	29	100%
2a	Retirement notification acknowledged, recorded and documentation sent	M	95%	within 7 days	121	99%	200	99%	137	98%	190	98%	203	99%	155	99%
2b	Payment of lump sum made	H	95%	within 5 days	133	99%	132	99%	145	98%	141	100%	115	100%	105	100%
3	Calculation of spouses benefits	M	90%	within 5 days	14	100%	13	100%	14	100%	12	100%	26	100%	26	100%
4a	Transfers In - Quote (Values)	L	90%	within 10 dys, aggregation 15	47	98%	48	98%	33	91%	63	96%	48	98%	70	99%
4b	Transfers In - Payments	L	90%	within 5 dys, aggregation 25	20	100%	22	100%	21	100%	28	100%	19	100%	22	100%
5a	Transfers Out - Quote	L	90%	within 10 dys, aggregation 15	53	87%	29	73%	22	96%	65	97%	72	99%	76	100%
5b	Transfers Out - Payments	L	90%	within 10 dys, aggregation 25	12	100%	19	85%	7	100%	40	98%	22	100%	30	100%
6a	Employer estimates provided	M	95%	within 15 days	27	100%	21	100%	19	100%	17	100%	33	100%	13	100%
6b	Employee projections provided	L	95%	within 15 days	21	100%	24	100%	15	100%	17	100%	15	100%	7	100%
7	Refunds (inc frozen refunds wef Aug 22)	L	95%	within 10 dys, settle 5 days	173	92%	172	100%	132	97%	182	96%	125	96%	245	87%
8	Deferred benefit notifications	L	95%	within 15 days	282	90%	308	98%	257	97%	229	98%	203	99%	431	99%
9a	Aggregation Quote	M	95%	within 15 days	89	64%	42	70%	62	51%	93	96%	12	100%	15	100%
9b	Aggregation Actual	M	95%	within 10 days	68	70%	115	96%	324	98%	423	93%				
TOTAL TASKS COMPLETED					1,107	90.42%	1,179	96.70%	1,229	96.90%	1,553	98.39%	950	97.47%	1,265	96.76%
Figures for the previous year					669	97.76%	806	98.01%	782	97.95%	844	96.68%	792	97.85%	722	98.34%
Figures for two years ago					664	94.73%	643	96.89%	481	94.59%	550	91.45%	557	90.84%	617	93.70%
Figures for three years ago					394	96.70%	359	98.61%	617	93.70%	598	99.00%	642	99.53%		
Missed target cases					106		39		38		76		24		41	
10	Complaints received			2		2		3		7		2		2		
11	Compliments received			0		0		0		1		0		0		
Summary for failed cases					Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22
1b	Award dependent benefits (Death Grants)															
2a	Retirement notification acknowledged, recorded and documentation sent			3 over by average 6.67 days							15 over by average 2.87 days		8 over by average 6.9 days			
2b	Payment of lump sum made															
3	Calculation of spouses benefits															
4a	Transfers In - Quote (Values)										5 over by average 3 days		5 over by average 19 days			
4b	Transfers In - Payments															
5a	Transfers Out - Quote			7 over by average 6.43 days		8 over by average 4.25 days				8 over by average 5 days		8 over by average 5.3 days				
5b	Transfers Out - Payments				3 over by average 4.33 days					4 over by average 21 days		9 over by average 4 days				
6a	Employer estimates provided															
6b	Employee projections provided													1 over by 10 days		
7	Refunds (inc frozen refunds wef Aug 22)			14 over by average 3.5 days				18 over by average 1.2 days		34 over by average 2 days		18 over by average 9.11 days		26 over by average 6 days	17 over by average 5.4 days	
8	Deferred benefit (DBS/E)			28 over by average 6.36 days								37 over by average 29 days		21 over by average 4 days	15 over by average 8.3 days	
9a	Aggregation Quote			30 over by average 38.42 days		13 over by average 48.05 days		12 over by average 8.08 days								
9b	Aggregation Actual			20 over by average 6.90 days												
New KPI/SLA MI from Altair Insights not completed yet. Backlog on Aggregations being cleared and the BHCC 2021/22 cases all at once (plus creating & testing new next day transfer process). GAD Actuarial Factor review creating additional backlog								New KPI/SLA MI from Altair Insights not completed yet. Interviewing for Project Manager role in Jan 23. Process reviews continue. GAD Actuarial Factor review. March was impacted by the Pension Increase exercise.								
New KPI/SLA MI from Altair Insights not completed yet. Lots of interviewing throughout the quarter. Process reviews continue. October new starters begin some intensive training.								New KPI/SLA MI from Altair Insights not completed yet. Lots of interviewing throughout the quarter. Process reviews continue. October new starters begin some intensive training.								
New KPI/SLA MI from Altair Insights not completed yet. Key resources retained to work on ABS & i-Connect Employers. Plus Julie full time on Annual Allowance in Sept. Lots of time consuming interviewing undertaken in August. In Sept two staff begin working on i-Connect without BAU backfill. A lot of team time being allocated to process reviews (the outstanding 2021/22 internal audit action). Sept included additional training for promoted staff. BAU time allocated to mortality exercises.								New KPI/SLA MI from Altair Insights not completed yet. Key resources retained to work on ABS & i-Connect Employers. Plus Julie full time on Annual Allowance in Sept. Lots of time consuming interviewing undertaken in August. In Sept two staff begin working on i-Connect without BAU backfill. A lot of team time being allocated to process reviews (the outstanding 2021/22 internal audit action). Sept included additional training for promoted staff. BAU time allocated to mortality exercises.								
Project Manager started 26/6								1 job advertised plus 1 new pension administrator & 1 project officer started			1 job offer made & 1 casual project officer removed			3 job offers made		5 roles advertised
Two vacancies								Three vacancies			Three vacancies			Three vacancies		
Three vacancies								Three vacancies			Five vacancies			Seven vacancies		
Three vacancies								Three vacancies			Six vacancies			Six vacancies		
Three vacancies								Three vacancies			Six vacancies			Six vacancies		
Ten vacancies								Ten vacancies			Ten vacancies			Ten vacancies		
Ten vacancies								Ten vacancies			Ten vacancies			Ten vacancies		
Ten vacancies								Ten vacancies			Ten vacancies			Ten vacancies		

Performance for the year Apr 22 to Mar 23 inclusive		
Total	Fails	% pass
396	0	100.0
218	3	98.6
1,655	47	97.2
1,507	6	99.6
219	0	100.0
529	29	94.5
256	1	99.6
642	45	93.0
243	22	90.9
178	0	100.0
210	1	99.5
1,835	139	92.4
3,193	136	95.7
286	77	73.1
930	61	93.4
12,297	567	95.4