

APPENDIX 1

East Sussex Pensions Administration - Key Performance Indicators

Activity	Impact	Target	Target	Sep-23	Aug-23	Jul-23	Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22													
Scheme members	Pensioners, Active & Deferred			86,016	86,083	83,923	83,939	83,857	83,910	84,074	84,394	84,232	84,067	83,333	83,208													
New starters set up	Bulk, i-Connect & New Starter Task			252	2,137	232	357	332	311	402	530	373	1,045	519	382													
				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	22	100%	23	100%	17	100%	26	100%	26	100%	30	100%	28	100%	35	100%	48	100%	35	100%	47	100%	39	100%
1b	Award dependent benefits (Death Grants)	H	95%	within 5 days	9	100%	22	100%	18	100%	21	86%	8	100%	11	100%	25	100%	32	100%	29	100%	9	100%	22	100%	23	100%
2a	Retirement notification acknowledged, recorded and documentation sent	M	95%	within 7 days	68	92%	119	94%	98	91%	121	99%	200	99%	137	98%	190	98%	203	99%	155	99%	78	100%	91	100%	92	84%
2b	Payment of lump sum made	H	95%	within 5 days	169	99%	149	98%	155	99%	133	99%	132	99%	145	98%	141	100%	115	100%	105	100%	73	100%	106	100%	128	100%
3	Calculation of spouses benefits	M	90%	within 5 days	4	100%	4	100%	13	100%	14	100%	13	100%	14	100%	12	100%	26	100%	26	100%	14	100%	20	100%	18	100%
4a	Transfers In - Quote (Values)	L	90%	within 10 dys, aggregation 15	46	98%	47	94%	28	97%	47	98%	48	98%	33	91%	63	96%	48	98%	70	99%	45	94%	45	89%	41	93%
4b	Transfers In - Payments	L	90%	within 25 days	27	100%	42	98%	29	100%	20	100%	22	100%	21	100%	28	100%	19	100%	22	100%	23	100%	20	100%	18	100%
5a	Transfers Out - Quote	L	90%	within 10 dys, aggregation 15	58	99%	144	96%	134	98%	53	87%	29	73%	22	96%	65	97%	72	99%	76	100%	44	82%	61	90%	48	94%
5b	Transfers Out - Payments	L	90%	within 10 dys, aggregation 25	49	92%	49	74%	36	100%	12	100%	19	85%	7	100%	40	98%	22	100%	30	100%	17	100%	26	85%	21	90%
6a	Employer estimates provided	M	95%	within 15 days	27	97%	24	100%	10	100%	27	100%	21	100%	19	100%	17	100%	33	100%	13	100%	8	100%	9	100%	10	100%
6b	Employee projections provided	L	95%	within 15 days	17	100%	19	100%	9	100%	21	100%	24	100%	15	100%	17	100%	17	100%	15	100%	7	100%	18	100%	21	100%
7	Refunds (inc frozen refunds wef Aug 22)	L	95%	Quotes 10 days, settle 5 days	250	92%	160	84%	159	89%	173	92%	172	100%	132	97%	182	96%	125	86%	245	87%	110	98%	173	98%	165	89%
8	Deferred benefit notifications	L	95%	within 15 days	293	91%	264	96%	250	95%	282	90%	308	98%	257	97%	229	98%	203	99%	431	99%	235	99%	251	85%	339	98%
9a	Aggregation Quote	M	95%	within 15 days	122	46%	76	69%	52	66%	89	66%	42	70%	62	81%	93	76%										
9b	Aggregation Actual	M	95%	within 10 days	312	81%	94	62%	137	47%	68	70%	115	96%	324	98%	423	93%										
TOTAL TASKS COMPLETED				1,473	86.90%	1,236	89.40%	1,145	87.95%	1,107	90.42%	1,179	96.70%	1,229	96.90%	1,553	98.39%	950	97.47%	1,265	96.76%	698	97.56%	889	93.81%	963	94.91%	
Figures for the previous year				762	90.16%	908	94.93%	794	97.78%	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%	
Figures for two years ago				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 three years ago				494	95.34%	516	92.64%	543	92.63%	394	96.70%	359	98.61%	617	93.70%	598	99.00%	642	99.53%									
Missed target cases				193		131		138		106		39		38		76		24		41		17		55		49		
10 Complaints received				1		6		6		2		2		3		7		2		6		2		2		2		
11 Compliments received				0		0		0		0		0		0		1		1		0		1		0		0		
Summary for failed cases				Sep-23	Aug-23	Jul-23	Jun-23	May-23	Apr-23	Mar-23	Feb-23	Jan-23	Dec-22	Nov-22	Oct-22													
1b	Award dependent benefits (Death Grants)							3 over by average 6.67 days																				
2a	Retirement notification acknowledged, recorded and documentation sent	6 over by average 4.2 days			8 over by average 2.6 days			9 over by average 1.5 days						15 over by average 2.87 days														
4a	Transfers In - Quote (Values)													5 over by average 3 days														
5a	Transfers Out - Quote							7 over by average 6.43 days			8 over by average 4.25 days			8 over by average 5 days														
5b	Transfers Out - Payments				13 over by average 3.3 days						3 over by average 4.33 days			4 over by average 21 days														
7	Refunds (inc frozen refunds wef Aug 22)	22 over by average 8.9 days			26 over by average 3.2 days			19 over by average 7.4 days			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								
8	Deferred benefit (DB5YE)	28 over by average 6.5 days						28 over by average 6.36 days									37 over by average 29 days											
9a	Aggregation Quote	67 over by average 117.9 days			24 over by average 78.5 days			18 over by average 21.7 days			30 over by average 38.42 days			13 over by average 48.05 days			12 over by average 8.08 days											
9b	Aggregation Actual	61 over by average 4.5 days			36 over by average 8.5 days			73 over by average 53.4 days			20 over by average 6.90 days																	
General comments				Backlog on Aggregations being cleared and the BHCC 2022/23 cases all at once. Next day transfer process live on 18/9/23 for all employers. New GAD Actuarial Factors in place. Resources re-deployed to work on i-Connect onboarding, ABS production, Annual Allowance projects.				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				Interviewing for Project Manager role in Jan 23. Process reviews continue. GAD Actuarial Factor review. March was impacted by the Pension Increase exercise.				Significant recruitment activity throughout the quarter. Process reviews continue. October new starters begin some intensive training.												
Staffing activities				Advertise & Interview for 2 Apprentices. Looking at a temp Administrator		Project Officer appointed (moved to Projects from Admin). Administrator left 18/8		Promote Apprentice to Administrator 1/8		Project Manager started 26/6						1 job advertised plus 1 new pensions administrator & 1 project officer started		1 new pension administrator & 1 i-Connect administrator started		1 job offer made & 1 casual project officer removed		3 job offers made		5 roles advertised		3 new pension administrators + 1 apprentice started		
Number of vacancies in the quarter				Three vacancies		Three vacancies		Two vacancies		Two vacancies		Three vacancies		Three vacancies		Three vacancies		Five vacancies		Seven vacancies		Six vacancies		Six vacancies		Six vacancies		

Performance for the year Apr 22 to Mar 23 inclusive		
Total	Fails	% pass
376	0	100.0
229	3	98.7
1,552	50	96.8
1,551	12	99.2
178	0	100.0
561	26	95.4
291	1	99.7
806	46	94.3
328	27	91.8
218	1	99.5
200	0	100.0
2,046	168	91.8
3,342	154	95.4
536	186	65.3
1,473	230	84.4
13,687	904	93.4