

APPENDIX 3

East Sussex Pensions Administration - Member Experience / Performance Indicators

Mar-24

Activity	Items outstanding at start of period	Post received	ost completed	Completed within SLA	% Complete within SLA	Completed outside SLA	Items outstanding at end of period	open tasks at end of period
Aggregation- Payment	116	261	219	181	82.6%	38	158	105
Aggregation- Quote	302	220	133	45	33.8%	88	389	365
APC/AVC's	18	97	96	96	100.0%	0	19	2
Deaths – initial letter acknowledging death of member	4	22	21	21	100.0%	0	5	0
Deaths- With Benefits	144	48	61	49	80.3%	12	131	8
Deaths-No Further Benefits	49	40	41	33	80.5%	8	48	16
Deferred Benefits	230	257	225	206	91.6%	19	262	91
Divorce Quotes	7	9	9	9	100.0%	0	7	2
General Enquiries	98	245	229	221	96.5%	8	114	39
Interfund in- Payment	60	59	48	48	100.0%	0	55	8
Interfund In- Quote	323	66	10	1	10.0%	9	379	19
Interfund Out- Payment	34	29	39	22	56.4%	17	24	17
Interfund Out- Quote	40	29	29	23	79.3%	6	40	15
Refunds- Frozen	67	148	126	123	97.6%	3	89	16
Refunds- Payment	19	45	39	34	87.2%	5	25	10
Retirements – letter notifying actual retirement benefits	36	144	128	107	83.6%	21	52	36
Retirements – letter notifying estimate of retirement benefits	24	198	207	203	98.1%	4	15	10
Retirements – process and pay pension benefits on time	282	154	136	131	96.3%	5	300	40
Transfer In- Payment	48	16	9	9	100.0%	0	49	4
Transfer In- Quote	120	20	8	5	62.5%	3	132	18
Transfer Out- Payment	16	6	4	4	100.0%	0	18	2
Transfer Out- Quote	24	32	27	24	88.9%	3	29	11
Trivial Commutation	0	4	2	2	100.0%	0	2	2
Grand Total	2,061	2,149	1,846	1,597	86.5%	249	2,342	836