

**APPENDIX 2**

**East Sussex Pensions Administration - Member Experience / Performance Indicators**

**May-24**

Activity	Items outstanding at start of period	Post received	Post completed	Completed within KPI	% Complete within KPI	Completed outside KPI	Items outstanding at end of period	open tasks at end of period
Aggregation- Payment	103	129	139	88	63.3%	51	93	39
Aggregation- Quote	204	118	139	26	18.7%	113	183	171
APC/AVC's	24	34	30	29	96.7%	1	28	7
Deaths – initial letter acknowledging death of member	3	25	25	24	96.0%	1	3	0
Deaths- With Benefits	124	60	52	43	82.7%	9	132	8
Deaths-No Further Benefits	42	31	39	36	92.3%	3	34	7
Deferred Benefits	209	130	103	85	82.5%	18	236	53
Divorce Quotes	3	11	13	13	100.0%	0	1	0
Divorce - Proceeding	92	216	213	209	98.1%	4	95	27
General Enquiries	75	64	38	38	100.0%	0	81	5
Interfund in- Payment	342	45	14	11	78.6%	3	373	18
Interfund In- Quote	25	121	28	27	96.4%	1	118	80
Interfund Out- Payment	35	40	33	27	81.8%	6	42	13
Interfund Out- Quote	67	92	71	65	91.5%	6	88	19
Refunds- Frozen	22	263	227	211	93.0%	16	58	29
Refunds- Payment	37	134	136	116	85.3%	20	35	20
Retirements – letter notifying actual retirement benefits	17	217	215	214	99.5%	1	19	10
Retirements – letter notifying estimate of retirement benefits	203	203	172	157	91.3%	15	234	24
Retirements – process and pay pension benefits on time	53	21	15	13	86.7%	2	49	2
Transfer In- Payment	119	26	11	2	18.2%	9	134	17
Transfer In- Quote	16	3	5	4	80.0%	1	14	1
Transfer Out- Payment	30	34	33	30	90.9%	3	31	6
Transfer Out- Quote	1	4	4	4	100.0%	0	1	0
Trivial Commutation	<b>1,846</b>	<b>2,021</b>	<b>1,755</b>	<b>1,472</b>	<b>83.9%</b>	<b>283</b>	<b>2,082</b>	<b>556</b>

Priority 1
Priority 2
Priority 3
Priority 4
Priority 5

*The Admin Strategy is a mixture of 90% or 95% KPI targets and these can vary within the task list*

92%+	<1K
87%+	1k to 1.5k
<87%	>1.5k