APPENDIX 2

East Sussex Pensions Administration - Member Experience / Performance Indicators

Aug-24

Activity	Items outstanding at start of period	Post received	Post completed	Completed within KPI	% Complete within KPI	Completed outside KPI	Average No. days taken	Longest No. days taken	Items outstanding at end of period	open tasks at end of period
Aggregation- Payment	290	400	530	354	66.8%	176	8.0	105	160	98
Aggregation- Quote	119	244	94	74	78.7%	20	9.8	47	269	247
APC/AVC's	25	56	54	54	100.0%	0	0.6	0	27	2
Deaths – initial letter acknowledging death of member	2	34	34	34	100.0%	0	0.1	0	2	0
Deaths- With Benefits	134	76	51	42	82.4%	9	3.0	8	159	20
Deaths-No Further Benefits	42	40	42	33	78.6%	9	6.1	41	40	12
Deferred Benefits	295	432	237	206	86.9%	31	7.3	192	490	289
Divorce Quotes	0	1	1	1	100.0%	0	1.0	0	0	0
Divorce - Proceeding	0	10	8	8	100.0%	0	1.9	0	2	0
General Enquiries	77	195	196	194	99.0%	2	2.2	121	76	16
Interfund in- Payment	101	54	32	30	93.8%	2	9.5	166	112	5
Interfund In- Quote	328	106	24	13	54.2%	11	67.9	193	410	32
Interfund Out- Payment	105	31	58	51	87.9%	7	13.6	46	78	46
Interfund Out- Quote	41	23	28	27	96.4%	1	5.0	3	36	9
Refunds- Frozen	111	498	203	175	86.2%	28	7.4	347	406	334
Refunds- Payment	23	67	69	65	94.2%	4	2.3	10	21	7
Retirements – letter notifying actual retirement benefits	41	216	212	200	94.3%	12	3.5	23	45	37
Retirements – letter notifying estimate of retirement benefits	10	207	198	196	99.0%	2	2.8	14	19	12
Retirements – process and pay pension benefits on time	230	211	150	141	94.0%	9	2.7	66	291	65
Transfer In- Payment	52	28	19	18	94.7%	1	2.3	19	50	3
Transfer In- Quote	132	20	15	6	40.0%	9	35.4	87	137	6
Transfer Out- Payment	4	3	2	2	100.0%	0	3.0	0	5	0
Transfer Out- Quote	50	57	55	53	96.4%	2	4.2	6	52	12
Trivial Commutation	3	15	14	14	100.0%	0	1.2	0	4	1
Grand Totals	**2,215**	**3,024**	**2,326**	**1,991**	**85.6%**	**335**			**2,891**	**1,253**

Priority 1			*The Admin Strategy is a mixture of 90% or 95% KPI targets and these can vary within the task list*	
Priority 2			92%+	<1K
Priority 3			87%+	1k to 1.5k
Priority 4			<87%	>1.5k
Priority 5				