

## APPENDIX 1

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

Jan-25

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	114	507	238	149	62.60%	89	11.3	579	132	334
Aggregation- Quote	72	286	101	79	78.20%	22	11.2	165	90	225
APC/AVC's	27	53	53	52	98.10%	1	0.7	1	28	7
Deaths – initial letter acknowledging death of member	1	54	54	54	100.00%	0	0	N/A	1	0
Deaths- With Benefits	131	67	63	58	92.10%	5	3	19	141	20
Deaths-No Further Benefits	31	71	63	60	95.20%	3	2.8	3	33	13
Deferred Benefits	219	347	306	286	93.50%	20	7.9	360	230	95
Divorce Quotes	2	3	3	3	100.00%	0	1.3	N/A	2	1
Divorce - Proceeding	4	17	10	10	100.00%	0	4.8	N/A	4	6
General Enquiries	71	360	340	332	97.60%	8	1.2	22	73	33
Interfund in- Payment	115	95	63	63	100.00%	0	1.5	N/A	115	4
Interfund In- Quote	343	106	41	28	68.30%	13	12.2	66	378	82
Interfund Out- Payment	33	32	19	19	100.00%	0	4.2	N/A	37	23
Interfund Out- Quote	13	41	25	25	100.00%	0	4.5	N/A	18	17
Refunds- Frozen	86	236	164	155	94.50%	9	4.1	35	105	84
Refunds- Payment	9	63	61	60	98.40%	1	1.1	2	9	7
Retirements – letter notifying actual retirement benefits	16	223	179	166	92.70%	13	3.2	28	20	42
Retirements – letter notifying estimate of retirement benefits	9	208	206	206	100.00%	0	3.9	N/A	11	7
Retirements – process and pay pension benefits on time	227	243	208	200	96.20%	8	2.1	83	253	43
Transfer In- Payment	39	29	14	14	100.00%	0	0.9	N/A	38	0
Transfer In- Quote	114	19	19	10	52.60%	9	31	95	121	6
Transfer Out- Payment	15	10	7	7	100.00%	0	3	N/A	17	0
Transfer Out- Quote	26	48	32	32	100.00%	0	3.7	N/A	34	20
Trivial Commutation	2	8	10	10	100.00%	0	1.9	N/A	2	0
Grand Totals	1,719	3,126	2,279	2,078	91.2%	201			1,892	1,069

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%+
87%+
<87%

<1K
1k to 1.5k
>1.5k