

APPENDIX 3
East Sussex Pensions Administration - Member Experience / Performance Indicators
Mar-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	209	158	227	124	54.60%	103	18.3	54	140	69
Aggregation- Quote	228	162	177	147	83.10%	30	8.5	125	213	181
APC/AVC's	20	65	55	55	100.00%	0	0.7	n/a	30	2
Deaths – initial letter acknowledging death of member	1	29	29	29	100.00%	0	0	n/a	1	0
Deaths- With Benefits	134	53	57	50	87.70%	7	2.4	6	130	20
Deaths-No Further Benefits	34	39	50	39	78.00%	11	6	135	23	2
Deferred Benefits	314	399	381	328	86.10%	53	9.2	119	332	139
Divorce Quotes	5	1	2	2	100.00%	0	3	n/a	4	4
Divorce - Proceeding	3	16	15	15	100.00%	0	0.9	n/a	4	2
General Enquiries	79	240	222	219	98.60%	3	1.3	45	97	29
Interfund in- Payment	122	76	51	51	100.00%	0	0.7	n/a	118	4
Interfund In- Quote	363	49	35	25	71.40%	10	14.7	149	377	16
Interfund Out- Payment	36	22	26	23	88.50%	3	9.7	17	32	9
Interfund Out- Quote	18	40	32	31	96.90%	1	5.8	35	26	14
Refunds- Frozen	193	203	229	138	60.30%	91	16	103	167	98
Refunds- Payment	9	76	64	54	84.40%	10	2.2	4	21	17
Retirements – letter notifying actual retirement benefits	46	183	190	175	92.10%	15	3	5	39	22
Retirements – letter notifying estimate of retirement benefits	40	231	253	239	94.50%	14	4.5	2	18	16
Retirements – process and pay pension benefits on time	235	229	197	177	89.80%	20	2.6	29	267	56
Transfer In- Payment	42	23	15	15	100.00%	0	0.9	n/a	38	6
Transfer In- Quote	114	15	13	7	53.80%	6	22	68	116	11
Transfer Out- Payment	18	12	5	5	100.00%	0	2.6	n/a	25	4
Transfer Out- Quote	20	32	22	21	95.50%	1	4.8	12	30	18
Trivial Commutation	0	11	8	8	100.00%	0	1.8	n/a	3	1
Grand Totals	2,283	2,364	2,355	1,977	83.9%	378			2,251	740

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