

APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Apr-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 | 121 | 173 | 186 | 136 | 73.10% | 50 | 9.1 | 49 | 108 | 35 |
| Aggregation- Quote | 183 | 86 | 89 | 60 | 67.40% | 29 | 11.4 | 48 | 180 | 152 |
| APC/AVC's | 28 | 67 | 47 | 47 | 100.00% | 0 | 0.2 | N/A | 48 | 11 |
| Deaths – initial letter acknowledging death of member | 1 | 26 | 26 | 25 | 96.20% | 1 | 0.1 | 1 | 1 | 0 |
| Deaths- With Benefits | 127 | 57 | 62 | 55 | 88.70% | 7 | 4.1 | 25 | 122 | 17 |
| Deaths-No Further Benefits | 23 | 28 | 23 | 21 | 91.30% | 2 | 3 | 16 | 28 | 4 |
| Deferred Benefits | 304 | 203 | 248 | 189 | 76.20% | 59 | 13.1 | 143 | 259 | 67 |
| Divorce Quotes | 4 | 2 | 2 | 2 | 100.00% | 0 | 2 | N/A | 4 | 2 |
| Divorce - Proceeding | 4 | 17 | 14 | 14 | 100.00% | 0 | 4 | N/A | 7 | 3 |
| General Enquiries | 89 | 246 | 243 | 238 | 97.90% | 5 | 2 | 11 | 92 | 19 |
| Interfund in- Payment | 120 | 63 | 25 | 25 | 100.00% | 0 | 0.7 | N/A | 141 | 8 |
| Interfund In- Quote | 359 | 17 | 24 | 19 | 79.20% | 5 | 6.4 | 16 | 352 | 14 |
| Interfund Out- Payment | 28 | 22 | 15 | 15 | 100.00% | 0 | 7.7 | N/A | 35 | 11 |
| Interfund Out- Quote | 22 | 28 | 24 | 21 | 87.50% | 3 | 13.3 | 85 | 26 | 16 |
| Refunds- Frozen | 155 | 122 | 197 | 118 | 59.90% | 79 | 17.5 | 97 | 80 | 28 |
| Refunds- Payment | 20 | 65 | 70 | 54 | 77.10% | 16 | 3.4 | 17 | 15 | 9 |
| Retirements – letter notifying actual retirement benefits | 37 | 187 | 180 | 153 | 85.00% | 27 | 3.7 | 9 | 44 | 31 |
| Retirements – letter notifying estimate of retirement benefits | 17 | 223 | 232 | 230 | 99.10% | 2 | 5.2 | 3 | 8 | 4 |
| Retirements – process and pay pension benefits on time | 234 | 200 | 218 | 205 | 94.00% | 13 | 2.4 | 44 | 216 | 19 |
| Transfer In- Payment | 38 | 14 | 9 | 9 | 100.00% | 0 | 2.8 | N/A | 39 | 3 |
| Transfer In- Quote | 104 | 35 | 13 | 5 | 38.50% | 8 | 30.4 | 143 | 126 | 7 |
| Transfer Out- Payment | 25 | 8 | 9 | 9 | 100.00% | 0 | 3.2 | N/A | 24 | 4 |
| Transfer Out- Quote | 21 | 55 | 54 | 50 | 92.60% | 4 | 5 | 7 | 22 | 6 |
| Trivial Commutation | 2 | 5 | 5 | 5 | 100.00% | 0 | 1.4 | N/A | 2 | 0 |
| Grand Totals | 2,066 | 1,949 | 2,015 | 1,705 | 84.6% | 310 | | | 1,979 | 470 |

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|------------|
| 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 |