

## APPENDIX 2

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

May-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	94	98	113	104	92.00%	9	4.1	29	79	16
Aggregation- Quote	150	93	128	66	51.60%	62	37.7	74	115	87
APC/AVC's	47	11	24	24	100.00%	0	1.5	N/A	34	5
Deaths – initial letter acknowledging death of member	0	23	23	23	100.00%	0	0	N/A	0	0
Deaths- With Benefits	111	59	66	64	97.00%	2	2	4	104	9
Deaths-No Further Benefits	28	51	43	42	97.70%	1	1.7	2	36	5
Deferred Benefits	250	233	242	219	90.50%	23	5	174	241	55
Divorce Quotes	4	0	1	1	100.00%	0	2	N/A	3	1
Divorce - Proceeding	7	11	14	14	100.00%	0	2.5	N/A	4	2
General Enquiries	82	205	208	207	99.50%	1	0.9	30	79	16
Interfund in- Payment	142	60	48	48	100.00%	0	1.5	N/A	123	11
Interfund In- Quote	333	31	25	17	68.00%	8	9.1	36	339	20
Interfund Out- Payment	32	22	17	14	82.40%	3	8.3	14	37	11
Interfund Out- Quote	23	42	38	37	97.40%	1	7.7	4	27	18
Refunds- Frozen	75	114	122	111	91.00%	11	3.3	28	67	12
Refunds- Payment	14	53	60	52	86.70%	8	2.1	5	7	3
Retirements – letter notifying actual retirement benefits	42	161	163	144	88.30%	19	2.8	10	40	24
Retirements – letter notifying estimate of retirement benefits	8	176	172	172	100.00%	0	2.7	N/A	12	9
Retirements – process and pay pension benefits on time	185	230	208	203	97.60%	5	1.4	14	207	32
Transfer In- Payment	39	20	13	13	100.00%	0	1.3	N/A	39	5
Transfer In- Quote	117	19	13	10	76.90%	3	9.8	37	123	5
Transfer Out- Payment	23	8	8	8	100.00%	0	3.6	N/A	23	4
Transfer Out- Quote	21	36	39	39	100.00%	0	2.9	N/A	18	5
Trivial Commutation	1	16	15	15	100.00%	0	0.3	N/A	2	1
Grand Totals	1,828	1,772	1,803	1,647	91.3%	156			1,759	356

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