

APPENDIX 3

East Sussex Pensions Administration - Member Experience / Performance Indicators

Jun-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	71	131	111	98	88.30%	13	3.4	13	91	33
Aggregation- Quote	87	161	148	97	65.50%	51	19.8	168	100	74
APC/AVC's	35	63	64	63	98.40%	1	0.7	3	34	4
Deaths – initial letter acknowledging death of member	0	26	26	26	100.00%	0	0.1	N/A	0	0
Deaths- With Benefits	103	46	51	49	96.10%	2	2.2	15	98	7
Deaths-No Further Benefits	34	35	40	35	87.50%	5	3.6	15	29	4
Deferred Benefits	224	112	146	137	93.80%	9	5.4	72	190	27
Divorce Quotes	3	1	1	1	100.00%	0	2	N/A	3	1
Divorce - Proceeding	3	11	13	13	100.00%	0	2	N/A	1	0
General Enquiries	72	203	194	190	97.90%	4	1.4	106	81	13
Interfund in- Payment	125	59	41	41	100.00%	0	1.2	N/A	112	5
Interfund In- Quote	317	73	28	20	71.40%	8	11	65	362	21
Interfund Out- Payment	34	23	19	18	94.70%	1	9.2	1	38	19
Interfund Out- Quote	23	40	34	32	94.10%	2	6.9	1	29	20
Recalculations - NEW JUNE 2025	14	53	51	51	100.00%	0	4.2	N/A	16	7
Refunds- Frozen	61	73	77	76	98.70%	1	3.5	1	57	6
Refunds- Payment	6	46	38	35	92.10%	3	1.3	4	14	9
Retirements – letter notifying actual retirement benefits	39	148	149	135	90.60%	14	2.8	12	38	26
Retirements – letter notifying estimate of retirement benefits	12	172	168	167	99.40%	1	2.7	2	16	13
Retirements – process and pay pension benefits on time	183	201	183	181	98.90%	2	1.1	4	201	27
Transfer In- Payment	41	21	16	16	100.00%	0	2.5	N/A	33	1
Transfer In- Quote	113	37	10	9	90.00%	1	4.7	1	140	17
Transfer Out- Payment	20	10	11	11	100.00%	0	1.6	N/A	19	4
Transfer Out- Quote	15	57	46	46	100.00%	0	1.9	N/A	26	13
Trivial Commutation	2	8	9	9	100.00%	0	1.2	N/A	1	0
Grand Totals	1,637	1,810	1,674	1,556	93.0%	118			1,729	351

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