

APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Jul-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	79	186	161	134	83.20%	27	5.2	125	104	33
Aggregation- Quote	77	132	151	104	83.20%	47	8.5	44	58	25
APC/AVC's	31	85	87	87	100.00%	0	0.5	N/A	29	5
Deaths – initial letter acknowledging death of member	0	14	14	14	100.00%	0	0	N/A	0	0
Deaths- With Benefits	95	43	57	52	91.20%	5	4.2	83	81	9
Deaths-No Further Benefits	27	35	36	36	100.00%	0	1.6	N/A	26	0
Deferred Benefits	174	167	173	159	91.90%	14	6.6	115	168	18
Divorce Quotes	3	2	0	0		0	0	N/A	5	0
Divorce - Proceeding	0	12	10	10	100.00%	0	2.3	N/A	2	0
General Enquiries	75	270	279	278	99.60%	1	0.7	6	66	4
Interfund in- Payment	109	60	43	40	93.00%	3	4.3	171	98	7
Interfund In- Quote	331	48	30	23	76.70%	7	14.3	203	349	17
Interfund Out- Payment	32	33	29	24	82.80%	5	8.4	9	36	17
Interfund Out- Quote	25	43	47	44	93.60%	3	7.5	2	21	7
Recalculations - NEW JUNE 2025	10	28	27	25	92.60%	2	5.7	51	11	2
Refunds- Frozen	49	108	116	112	96.60%	4	5.9	215	41	6
Refunds- Payment	11	50	49	43	87.80%	6	2.5	7	12	7
Retirements – letter notifying actual retirement benefits	38	190	213	211	99.10%	2	1.9	7	15	3
Retirements – letter notifying estimate of retirement benefits	13	221	223	223	100.00%	0	2.1	N/A	11	4
Retirements – process and pay pension benefits on time	173	217	185	183	98.90%	2	1.4	1	205	22
Transfer In- Payment	35	19	8	8	100.00%	0	1.3	10	40	2
Transfer In- Quote	134	35	12	8	66.70%	4	8.9	7	157	13
Transfer Out- Payment	17	3	4	4	100.00%	0	1.3	N/A	16	4
Transfer Out- Quote	16	71	77	75	97.40%	2	2	1	10	1
Trivial Commutation	1	8	9	9	100.00%	0	0.1	N/A	0	0
Grand Totals	1,555	2,080	2,040	1,906	93.0%	134			1,561	206

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