

APPENDIX 2

East Sussex Pensions Administration - Member Experience / Performance Indicators

Aug-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	92	197	182	167	91.80%	15	3.4	22	107	42
Aggregation- Quote	51	85	99	91	91.90%	8	5.3	8	37	15
APC/AVC's	29	13	16	16	100.00%	0	2.4	N/A	26	8
Deaths – initial letter acknowledging death of member	0	23	23	23	100.00%	0	0	N/A	0	0
Deaths- With Benefits	74	46	49	46	93.90%	3	2.6	10	71	3
Deaths-No Further Benefits	25	21	21	21	100.00%	0	1.5	N/A	25	0
Deferred Benefits	169	156	138	134	97.10%	4	3.7	140	187	32
Divorce Quotes	5	0	1	1	100.00%	0	1	N/A	4	0
Divorce - Proceeding	2	22	16	16	100.00%	0	1	N/A	8	1
General Enquiries	57	203	152	152	100.00%	0	0.7	N/A	108	48
Interfund in- Payment	100	44	29	28	96.60%	1	1.6	22	96	2
Interfund In- Quote	324	37	22	16	72.70%	6	8.3	34	339	9
Interfund Out- Payment	36	20	26	24	92.30%	2	9.8	7	30	8
Interfund Out- Quote	16	34	33	32	97.00%	1	4	3	17	13
Recalculations - NEW JUNE 2025	4	50	31	31	100.00%	0	0	N/A	23	18
Refunds- Frozen	39	122	124	121	97.60%	3	2.1	13	37	5
Refunds- Payment	10	48	47	35	74.50%	12	2.8	8	11	6
Retirements – letter notifying actual retirement benefits	15	140	119	119	100.00%	0	1.5	N/A	36	24
Retirements – letter notifying estimate of retirement benefits	11	159	160	159	99.40%	1	2	4	10	3
Retirements – process and pay pension benefits on time	192	202	150	149	99.30%	1	1.3	1	244	41
Transfer In- Payment	39	13	6	6	100.00%	0	0.1	N/A	41	1
Transfer In- Quote	149	18	7	4	57.10%	3	10.3	15	160	9
Transfer Out- Payment	16	3	5	5	100.00%	0	1.4	N/A	14	0
Transfer Out- Quote	5	80	42	42	100.00%	0	1.9	N/A	43	40
Trivial Commutation	0	6	6	6	100.00%	0	0	N/A	0	0
Grand Totals	1,460	1,742	1,504	1,444	96.0%	60			1,674	328

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