

### APPENDIX 3

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

Sep-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	97	199	197	137	69.50%	60	6.5	19	99	31
Aggregation- Quote	26	46	45	40	88.90%	5	10.9	77	27	15
APC/AVC's	26	68	68	66	97.10%	2	2.4	109	26	7
Deaths – initial letter acknowledging death of member	0	25	25	25	100.00%	0	0	N/A	0	0
Deaths- With Benefits	69	59	44	41	93.20%	3	2.8	3	84	8
Deaths-No Further Benefits	25	42	41	39	95.10%	2	1.6	2	26	4
Deferred Benefits	180	196	126	114	90.50%	12	4.2	13	250	107
Divorce Quotes	4	0	1	1	100.00%	0	1	N/A	3	0
Divorce - Proceeding	8	14	16	16	100.00%	0	3.1	N/A	6	3
General Enquiries	68	280	268	268	100.00%	0	0.8	N/A	80	21
Interfund in- Payment	97	49	29	29	100.00%	0	0.8	N/A	101	5
Interfund In- Quote	312	27	22	16	72.70%	6	10.8	105	317	20
Interfund Out- Payment	27	34	20	20	100.00%	0	6.2	N/A	41	20
Interfund Out- Quote	13	31	29	29	100.00%	0	5.6	N/A	15	13
Recalculations - <b>NEW JUNE 2025</b>	23	233	88	86	97.70%	2	4.5	8	168	162
Refunds- Frozen	35	131	96	94	97.90%	2	1.8	8	70	45
Refunds- Payment	11	46	50	46	92.00%	4	2	7	7	2
Retirements – letter notifying actual retirement benefits	32	186	198	194	98.00%	4	2.6	70	20	12
Retirements – letter notifying estimate of retirement benefits	9	163	153	153	100.00%	0	2.3	N/A	19	14
Retirements – process and pay pension benefits on time	221	252	220	208	94.50%	12	4.1	244	253	50
Transfer In- Payment	40	24	15	15	100.00%	0	1.1	N/A	37	7
Transfer In- Quote	145	27	17	10	58.80%	7	10.9	25	155	18
Transfer Out- Payment	13	12	5	5	100.00%	0	4	N/A	20	1
Transfer Out- Quote	38	133	164	163	99.40%	1	3.2	2	7	4
Trivial Commutation	0	6	4	4	100.00%	0	0	N/A	2	1
Grand Totals	<b>1,519</b>	<b>2,283</b>	<b>1,941</b>	<b>1,819</b>	<b>93.7%</b>	<b>122</b>			<b>1,833</b>	<b>570</b>

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