

APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Apr-24

Activity	Items outstanding at start of period	Post received	Post completed	Completed within KPI	% Complete within KPI	Completed outside KPI	Items outstanding at end of period	open tasks at end of period
Aggregation- Payment	146	179	213	125	58.7%	88	112	60
Aggregation- Quote	309	111	172	30	17.4%	142	248	233
APC/AVC's	18	44	37	37	100.0%	0	25	6
Deaths – initial letter acknowledging death of member	5	27	28	28	100.0%	0	4	0
Deaths- With Benefits	123	56	53	38	71.7%	15	126	10
Deaths-No Further Benefits	44	52	54	37	68.5%	17	42	9
Deferred Benefits	244	141	161	142	88.2%	19	224	55
Divorce Quotes	5	17	19	19	100.0%	0	3	3
Divorce - Proceeding	108	251	260	237	91.2%	23	99	34
General Enquiries	57	72	44	44	100.0%	0	70	9
Interfund in- Payment	344	62	32	8	25.0%	24	374	19
Interfund In- Quote	23	23	21	20	95.2%	1	25	6
Interfund Out- Payment	33	33	27	19	70.4%	8	39	10
Interfund Out- Quote	83	97	105	96	91.4%	9	75	12
Refunds- Frozen	23	56	55	49	89.1%	6	24	7
Refunds- Payment	48	147	155	130	83.9%	25	40	24
Retirements – letter notifying actual retirement benefits	15	177	172	170	98.8%	2	20	13
Retirements – letter notifying estimate of retirement benefits	267	162	171	158	92.4%	13	258	27
Retirements – process and pay pension benefits on time	49	20	11	11	100.0%	0	53	6
Transfer In- Payment	116	20	11	2	18.2%	9	125	15
Transfer In- Quote	15	8	4	3	75.0%	1	19	6
Transfer Out- Payment	25	32	21	17	81.0%	4	36	15
Transfer Out- Quote	0	3	2	2	100.0%	0	1	1
Trivial Commutation	2,100	1,790	1,828	1,422	77.8%	406	2,042	580

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