

APPENDIX 3

East Sussex Pensions Administration - Member Experience / Performance Indicators

Jun-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	87	184	142	101	71.1%	41	129	67
Aggregation- Quote	107	120	110	69	62.7%	41	117	99
APC/AVC's	28	22	20	19	95.0%	1	30	5
Deaths – initial letter acknowledging death of member	3	24	23	23	100.0%	0	4	0
Deaths- With Benefits	129	57	44	32	72.7%	12	142	6
Deaths-No Further Benefits	32	35	34	23	67.6%	11	33	4
Deferred Benefits	230	118	153	140	91.5%	13	195	6
Divorce Quotes	1	8	5	5	100.0%	0	4	0
Divorce - Proceeding	90	236	217	208	95.9%	9	109	10
General Enquiries	84	56	28	28	100.0%	0	98	1
Interfund in- Payment	346	38	35	15	42.9%	20	349	7
Interfund In- Quote	115	90	92	83	90.2%	9	113	69
Interfund Out- Payment	36	45	30	29	96.7%	1	51	17
Interfund Out- Quote	91	91	105	90	85.7%	15	77	8
Refunds- Frozen	55	128	161	141	87.6%	20	22	6
Refunds- Payment	31	131	131	123	93.9%	8	31	7
Retirements – letter notifying actual retirement benefits	18	189	192	191	99.5%	1	15	4
Retirements – letter notifying estimate of retirement benefits	213	171	158	143	90.5%	15	226	13
Retirements – process and pay pension benefits on time	47	30	16	15	93.8%	1	51	0
Transfer In- Payment	123	29	12	3	25.0%	9	140	10
Transfer In- Quote	11	2	4	4	100.0%	0	9	3
Transfer Out- Payment	27	45	42	37	88.1%	5	30	3
Transfer Out- Quote	1	8	9	9	100.0%	0	0	0
Trivial Commutation	1,905	1,857	1,763	1,531	86.8%	232	1,975	345

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