

**APPENDIX 3**

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

Sep-24

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	124	168	166	132	79.5%	34	5.3	42	126	65
Aggregation- Quote	241	148	86	36	41.9%	50	17.1	18	303	284
APC/AVC's	27	32	35	33	94.3%	2	1.7	3	24	2
Deaths – initial letter acknowledging death of member	2	26	27	27	100.0%	0	0.1	1	1	0
Deaths- With Benefits	153	59	65	52	80.0%	13	5.4	123	147	15
Deaths-No Further Benefits	39	37	35	29	82.9%	6	3.9	12	41	10
Deferred Benefits	456	225	202	148	73.3%	54	11.9	216	479	272
Divorce Quotes	0	1	0	0	N/A	0	0.0	N/A	1	0
Divorce - Proceeding	1	14	8	8	100.0%	0	3.8	5	7	6
General Enquiries	70	219	200	196	98.0%	4	1.4	5	89	22
Interfund in- Payment	113	72	49	49	100.0%	0	1.9	21	113	3
Interfund In- Quote	349	91	24	13	54.2%	11	25.2	126	416	22
Interfund Out- Payment	74	32	27	19	70.4%	8	20.0	58	79	49
Interfund Out- Quote	33	22	13	9	69.2%	4	8.1	26	42	16
Refunds- Frozen	390	160	197	136	69.0%	61	7.5	14	353	278
Refunds- Payment	20	84	77	69	89.6%	8	2.2	29	27	14
Retirements – letter notifying actual retirement benefits	42	179	173	152	87.9%	21	4.2	37	48	39
Retirements – letter notifying estimate of retirement benefits	19	135	80	79	98.8%	1	3.1	8	74	69
Retirements – process and pay pension benefits on time	275	230	228	218	95.6%	10	1.9	10	277	54
Transfer In- Payment	51	22	15	14	93.3%	1	3.5	18	47	3
Transfer In- Quote	127	25	15	4	26.7%	11	23.7	108	137	9
Transfer Out- Payment	5	4	0	0	N/A	0	0.0	N/A	9	3
Transfer Out- Quote	44	51	33	29	87.9%	4	4.9	19	62	17
Trivial Commutation	4	4	6	6	100.0%	0	2.0	3	2	0
<b>Grand Totals</b>	<b>2,659</b>	<b>2,040</b>	<b>1,761</b>	<b>1,458</b>	<b>82.8%</b>	<b>303</b>			<b>2,904</b>	<b>1,252</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