

APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Jul-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	121	423	230	185	80.4%	45	314	253
Aggregation- Quote	80	169	115	59	51.3%	56	134	117
APC/AVC's	30	44	50	47	94.0%	3	24	3
Deaths – initial letter acknowledging death of member	4	24	26	25	96.2%	1	2	0
Deaths- With Benefits	136	39	41	33	80.5%	8	134	11
Deaths-No Further Benefits	33	44	34	26	76.5%	8	43	12
Deferred Benefits	186	349	209	204	97.6%	5	326	135
Divorce Quotes	0	3	3	3	100.0%	0	0	0
Divorce - Proceeding	4	9	13	13	100.0%	0	0	0
General Enquiries	102	213	227	218	96.0%	9	88	21
Interfund in- Payment	98	62	36	35	97.2%	1	102	10
Interfund In- Quote	329	67	25	13	52.0%	12	371	32
Interfund Out- Payment	112	94	95	75	78.9%	20	111	75
Interfund Out- Quote	43	42	33	24	72.7%	9	52	21
Refunds- Frozen	69	183	134	126	94.0%	8	118	52
Refunds- Payment	20	108	102	97	95.1%	5	26	12
Retirements – letter notifying actual retirement benefits	26	169	153	135	88.2%	18	42	33
Retirements – letter notifying estimate of retirement benefits	12	209	204	202	99.0%	2	17	10
Retirements – process and pay pension benefits on time	193	217	169	152	89.9%	17	241	45
Transfer In- Payment	46	32	15	15	100.0%	0	51	4
Transfer In- Quote	132	26	16	4	25.0%	12	142	9
Transfer Out- Payment	6	3	5	4	80.0%	1	4	1
Transfer Out- Quote	28	68	38	37	97.4%	1	58	25
Trivial Commutation	0	15	11	11	100.0%	0	4	1
Grand Totals	1,810	2,612	1,984	1,743	87.9%	241	2,404	882

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