

APPENDIX 2

East Sussex Pensions Administration - Member Experience / Performance Indicators

Nov-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	119	233	219	157	71.7%	62	8.6	46	133	86
Aggregation- Quote	170	177	171	90	52.6%	81	20.1	46	176	139
APC/AVC's	25	33	34	34	100.0%	0	1.1	N/A	24	1
Deaths – initial letter acknowledging death of member	3	27	29	29	100.0%	0	0.1	N/A	1	0
Deaths- With Benefits	148	66	68	61	89.7%	7	2.7	11	146	9
Deaths-No Further Benefits	36	31	45	34	75.6%	11	4.8	52	22	1
Deferred Benefits	279	145	191	141	73.8%	50	16.6	233	233	23
Divorce Quotes	2	2	0	0	100.0%	0	N/A	N/A	4	0
Divorce - Proceeding	2	18	15	15	100.0%	0	2.9	N/A	5	5
General Enquiries	72	230	233	233	100.0%	0	1.1	N/A	69	12
Interfund in- Payment	115	109	70	70	100.0%	0	1.6	4	110	1
Interfund In- Quote	389	57	37	25	67.6%	12	12.6	61	409	18
Interfund Out- Payment	27	48	31	30	96.8%	1	8.8	58	44	19
Interfund Out- Quote	22	33	23	21	91.3%	2	6.2	1	32	10
Refunds- Frozen	160	124	170	75	44.1%	95	31.1	76	114	15
Refunds- Payment	12	73	70	61	87.1%	9	1.8	13	15	8
Retirements – letter notifying actual retirement benefits	25	143	135	119	88.1%	16	3.7	8	33	17
Retirements – letter notifying estimate of retirement benefits	11	194	186	186	100.0%	0	3.5	N/A	19	10
Retirements – process and pay pension benefits on time	247	156	146	138	94.5%	8	2.1	23	257	32
Transfer In- Payment	53	29	23	23	100.0%	0	3.8	26	41	1
Transfer In- Quote	108	29	12	6	50.0%	6	13.4	17	125	7
Transfer Out- Payment	8	9	3	2	66.7%	1	6.3	1	14	2
Transfer Out- Quote	57	44	48	42	87.5%	6	3.6	2	53	6
Trivial Commutation	0	5	4	4	100.0%	0	1.3	N/A	1	1
Grand Totals	2,090	2,015	1,963	1,596	81.3%	367			2,080	423

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