

APPENDIX 3

East Sussex Pensions Administration - Member Experience / Performance Indicators

Dec-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	123	155	146	113	77.4%	33	6.9	30	132	80
Aggregation- Quote	142	96	148	88	59.5%	60	21.3	53	90	59
APC/AVC's	23	23	18	18	100.0%	0	0.2	N/A	28	1
Deaths – initial letter acknowledging death of member	1	25	25	25	100.0%	0	0.0	N/A	1	0
Deaths- With Benefits	135	54	48	44	91.7%	4	2.8	6	141	20
Deaths-No Further Benefits	22	37	26	24	92.3%	2	2.7	4	33	7
Deferred Benefits	224	153	147	138	93.9%	9	6.7	210	230	50
Divorce Quotes	4	0	2	2	100.0%	0	2.0	N/A	2	2
Divorce - Proceeding	4	16	16	16	100.0%	0	3.4	N/A	4	3
General Enquiries	64	182	173	172	99.4%	1	0.7	4	73	13
Interfund in- Payment	113	86	51	50	98.0%	1	2.8	101	115	16
Interfund In- Quote	387	30	39	29	74.4%	10	16.6	155	378	15
Interfund Out- Payment	38	33	34	34	100.0%	0	6.4	N/A	37	14
Interfund Out- Quote	23	18	23	23	100.0%	0	3.7	N/A	18	6
Refunds- Frozen	109	69	73	58	79.5%	15	4.7	12	105	21
Refunds- Payment	12	41	44	36	81.8%	8	2.7	17	9	4
Retirements – letter notifying actual retirement benefits	27	123	130	128	98.5%	2	2.5	7	20	12
Retirements – letter notifying estimate of retirement benefits	19	129	137	134	97.8%	3	3.3	15	11	5
Retirements – process and pay pension benefits on time	230	167	144	139	96.5%	5	1.7	32	253	44
Transfer In- Payment	43	24	16	16	100.0%	0	1.5	N/A	38	3
Transfer In- Quote	116	17	12	5	41.7%	7	43.7	153	121	14
Transfer Out- Payment	13	10	6	6	100.0%	0	1.3	N/A	17	0
Transfer Out- Quote	46	44	56	54	96.4%	2	2.9	2	34	7
Trivial Commutation	1	9	8	8	100.0%	0	1.4	N/A	2	2
Grand Totals	1,919	1,541	1,522	1,360	89.4%	162			1,892	398

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