APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Oct-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	80	247	190	163	85.8%	27	5.1	39	137	92
Aggregation- Quote	224	215	228	110	48.2%	118	24.4	37	211	186
APC/AVC's	24	74	71	71	100.0%	0	0.4	N/A	27	2
Deaths – initial letter acknowledging death of member	1	45	43	42	97.7%	1	0.1	2	3	2
Deaths- With Benefits	143	51	42	37	88.1%	5	3.3	6	152	11
Deaths-No Further Benefits	39	44	45	39	86.7%	6	3.2	23	38	13
Deferred Benefits	408	215	288	186	64.6%	102	18.2	416	335	117
Divorce Quotes	1	1	0	0	100.0%	0	N/A	N/A	2	0
Divorce - Proceeding	7	12	17	17	100.0%	0	3.3	N/A	2	1
General Enquiries	87	317	327	324	99.1%	3	1.2	14	77	18
Interfund in- Payment	109	92	56	56	100.0%	0	0.8	N/A	116	6
Interfund In- Quote	384	80	35	17	48.6%	18	32.5	165	429	18
Interfund Out- Payment	70	33	71	49	69.0%	22	28.7	77	32	15
Interfund Out- Quote	38	28	32	26	81.3%	6	12.9	138	34	11
Refunds- Frozen	314	179	306	156	51.0%	150	16.7	34	187	111
Refunds- Payment	20	75	83	80	96.4%	3	2.3	11	12	7
Retirements – letter notifying actual retirement benefits	46	145	164	153	93.3%	11	3.1	11	27	18
Retirements – letter notifying estimate of retirement benefits	70	171	228	228	100.0%	0	3.5	24	13	9
Retirements – process and pay pension benefits on time	241	220	201	189	94.0%	12	2	16	260	35
Transfer In- Payment	43	29	13	13	100.0%	0	1.4	N/A	51	4
Transfer In- Quote	130	17	22	11	50.0%	11	23.1	157	125	10
Transfer Out- Payment	8	6	5	5	100.0%	0	3.2	N/A	9	3
Transfer Out- Quote	60	45	45	37	82.2%	8	7	43	60	18
Trivial Commutation	2	6	6	6	100.0%	0	1.7	N/A	2	0
Grand Totals	**2,549**	**2,347**	**2,518**	**2,015**	**80.0%**	**503**			**2,341**	**707**

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