

APPENDIX 2

East Sussex Pensions Administration - Member Experience / Performance Indicators

Feb-25

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	340	194	277	125	45.10%	152	14.5	265	257	189
Aggregation- Quote	219	174	116	94	81.00%	22	9.5	107	277	243
APC/AVC's	24	8	11	10	90.90%	1	7.1	48	21	2
Deaths – initial letter acknowledging death of member	1	29	29	29	100.00%	0	0.1	n/a	1	0
Deaths- With Benefits	126	60	49	41	83.70%	8	3.3	13	137	16
Deaths-No Further Benefits	39	48	53	49	92.50%	4	3.4	20	34	11
Deferred Benefits	257	369	272	239	87.90%	33	7.9	179	354	174
Divorce Quotes	2	3	0	0		0		n/a	5	5
Divorce - Proceeding	11	15	22	22	100.00%	0	3.3	n/a	4	2
General Enquiries	84	267	266	265	99.60%	1	1.1	8	85	16
Interfund in- Payment	106	69	36	36	100.00%	0	1.3	n/a	118	4
Interfund In- Quote	365	76	37	22	59.50%	15	14.3	98	404	37
Interfund Out- Payment	39	20	19	18	94.70%	1	10.7	2	40	19
Interfund Out- Quote	21	34	31	30	96.80%	1	5.2	1	24	14
Refunds- Frozen	234	225	248	175	70.60%	73	12.9	648	211	143
Refunds- Payment	10	70	69	61	88.40%	8	1.7	3	11	5
Retirements – letter notifying actual retirement benefits	53	169	173	162	93.60%	11	3.7	17	49	34
Retirements – letter notifying estimate of retirement benefits	10	192	162	159	98.10%	3	4	5	40	38
Retirements – process and pay pension benefits on time	232	242	193	176	91.20%	17	2.2	15	281	61
Transfer In- Payment	46	27	17	17	100.00%	0	1.7	n/a	42	1
Transfer In- Quote	101	29	11	7	63.60%	4	13.8	44	119	8
Transfer Out- Payment	15	10	7	7	100.00%	0	3.9	n/a	18	0
Transfer Out- Quote	37	22	36	35	97.20%	1	4.5	4	23	10
Trivial Commutation	0	16	14	14	100.00%	0	2.4	n/a	2	2
Grand Totals	2,372	2,368	2,148	1,793	83.5%	355			2,557	1,034

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%+
87%+
<87%

<1K
1k to 1.5k
>1.5k