APPENDIX 1

East Sussex Pensions Administration - Member Experience / Performance Indicators

Oct-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	95	339	320	299	93.40%	21	2.6	15	114	38
Aggregation- Quote	21	211	168	157	93.50%	11	4.6	41	64	50
APC/AVC's	21	93	89	89	100.00%	0	0.3	N/A	25	4
Deaths – initial letter acknowledging death of member	0	37	37	37	100.00%	0	0	N/A	0	0
Deaths- With Benefits	83	47	41	37	90.20%	4	3.5	28	89	7
Deaths-No Further Benefits	25	40	39	38	97.40%	1	1.6	2	26	3
Deferred Benefits	247	409	418	401	95.90%	17	4.9	52	238	49
Divorce Quotes	2	2	1	1	100.00%	0	1	N/A	3	0
Divorce - Proceeding	5	18	15	15	100.00%	0	1.8	N/A	8	1
General Enquiries	63	234	228	228	100.00%	0	0.6	N/A	69	8
Interfund in- Payment	102	67	48	48	100.00%	0	1.3	N/A	90	4
Interfund In- Quote	300	81	29	20	69.00%	9	9.6	42	352	6
Interfund Out- Payment	33	30	21	19	90.50%	2	10.1	8	42	16
Interfund Out- Quote	13	27	28	28	100.00%	0	8	N/A	12	10
Recalculations - **NEW JUNE 2025**	165	249	306	298	97.40%	8	8.9	1	108	99
Refunds- Frozen	54	242	231	196	84.80%	35	3.7	11	65	30
Refunds- Payment	7	60	57	57	100.00%	0	1.1	N/A	10	1
Retirements – letter notifying actual retirement benefits	17	153	138	138	100.00%	0	1.9	N/A	32	21
Retirements – letter notifying estimate of retirement benefits	16	165	171	169	98.80%	2	2.8	2	10	4
Retirements – process and pay pension benefits on time	231	270	274	239	87.20%	35	2.7	22	227	37
Transfer In- Payment	34	20	8	8	100.00%	0	1.1	N/A	38	1
Transfer In- Quote	149	27	15	10	66.70%	5	8.3	11	161	11
Transfer Out- Payment	19	14	3	2	66.70%	1	8.7	8	30	8
Transfer Out- Quote	7	50	43	42	97.70%	1	2.2	1	14	6
Trivial Commutation	2	10	12	12	100.00%	0	0.8	N/A	0	0
Grand Totals	1,711	2,895	2,740	2,588	94.5%	152			1,827	414

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	