APPENDIX 2

East Sussex Pensions Administration - Member Experience / Performance Indicators

Nov-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	107	163	169	149	88.20%	20	4.3	19	101	30
Aggregation- Quote	53	114	121	102	84.30%	19	6	1	46	25
APC/AVC's	24	36	41	41	100.00%	0	0.9	N/A	19	2
Deaths – initial letter acknowledging death of member	0	28	27	27	100.00%	0	0	N/A	1	0
Deaths- With Benefits	83	53	33	32	97.00%	1	2	1	103	15
Deaths-No Further Benefits	24	19	26	26	100.00%	0	1.4	N/A	17	1
Deferred Benefits	192	140	131	130	99.20%	1	3.6	2	201	6
Divorce Quotes	3	1	2	2	100.00%	0	1	N/A	2	0
Divorce - Proceeding	7	23	23	23	100.00%	0	1.5	N/A	7	6
General Enquiries	61	192	180	180	100.00%	0	0.4	N/A	73	9
Interfund in- Payment	92	56	40	40	100.00%	0	1	N/A	89	2
Interfund In- Quote	323	51	26	23	88.50%	3	7	46	348	12
Interfund Out- Payment	39	30	16	15	93.80%	1	3.8	1	53	16
Interfund Out- Quote	9	23	25	25	100.00%	0	3.3	N/A	7	5
Recalculations - **NEW JUNE 2025**	98	289	327	319	97.60%	8	5.3	15	60	48
Refunds- Frozen	32	98	99	96	97.00%	3	3.4	24	31	0
Refunds- Payment	10	47	43	43	100.00%	0	0.5	N/A	14	3
Retirements – letter notifying actual retirement benefits	30	135	136	133	97.80%	3	2.2	1	29	16
Retirements – letter notifying estimate of retirement benefits	11	178	167	167	100.00%	0	3.3	N/A	22	14
Retirements – process and pay pension benefits on time	195	169	147	144	98.00%	3	1.4	2	217	29
Transfer In- Payment	38	19	10	10	100.00%	0	1.1	N/A	41	4
Transfer In- Quote	150	12	18	17	94.40%	1	3.8	8	144	22
Transfer Out- Payment	29	10	11	11	100.00%	0	4.9	N/A	28	6
Transfer Out- Quote	11	29	29	29	100.00%	0	3.1	N/A	11	10
Trivial Commutation	0	5	5	5	100.00%	0	2	N/A	0	0
Grand Totals	**1,621**	**1,920**	**1,852**	**1,789**	**96.6%**	**63**			**1,664**	**281**

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