APPENDIX 3

East Sussex Pensions Administration - Member Experience / Performance Indicators

Dec-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	94	182	144	123	85.40%	21	5.2	73	132	54
Aggregation- Quote	35	119	78	75	96.20%	3	3.5	1	76	53
APC/AVC's	19	53	57	57	100.00%	0	0.4	N/A	15	3
Deaths – initial letter acknowledging death of member	1	45	45	45	100.00%	0	0	N/A	1	0
Deaths- With Benefits	103	47	36	34	94.40%	2	2.5	2	114	18
Deaths-No Further Benefits	17	37	29	27	93.10%	2	2.4	7	25	4
Deferred Benefits	195	247	141	140	99.30%	1	3.3	228	301	92
Divorce Quotes	2	1	1	1	100.00%	0	0	N/A	2	0
Divorce - Proceeding	7	16	19	19	100.00%	0	1.8	N/A	4	4
General Enquiries	65	188	173	173	100.00%	0	0.5	N/A	80	14
Interfund in- Payment	93	56	31	31	100.00%	0	1.3	N/A	102	5
Interfund In- Quote	331	71	33	27	81.80%	6	5.3	9	369	21
Interfund Out- Payment	49	24	31	31	100.00%	0	7.6	N/A	42	12
Interfund Out- Quote	6	46	28	28	100.00%	0	3.2	N/A	24	20
Recalculations - **NEW JUNE 2025**	57	40	71	69	97.20%	2	5.5	2	26	14
Refunds- Frozen	30	108	69	69	100.00%	0	2	N/A	69	30
Refunds- Payment	10	22	22	22	100.00%	0	1.2	N/A	10	5
Retirements – letter notifying actual retirement benefits	29	136	127	126	99.20%	1	1.9	4	38	26
Retirements – letter notifying estimate of retirement benefits	21	52	65	65	100.00%	0	2.7	N/A	8	3
Retirements – process and pay pension benefits on time	188	166	133	131	98.50%	2	1.4	22	221	28
Transfer In- Payment	41	21	11	11	100.00%	0	1	N/A	42	3
Transfer In- Quote	136	17	16	11	68.80%	5	8.2	34	137	17
Transfer Out- Payment	27	8	8	8	100.00%	0	2.3	N/A	27	1
Transfer Out- Quote	8	20	23	22	95.70%	1	3.8	8	5	4
Trivial Commutation	0	4	3	3	100.00%	0	1	N/A	1	0
Grand Totals	**1,564**	**1,726**	**1,394**	**1,348**	**96.7%**	**46**			**1,871**	**431**

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