

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 3A to Pension Fund Administration Report at 31 July 2014

INDICATOR	Green Red Amber	2013/14 Actual	Target for 2014/15	Actual 3 months to 31/07/2014	Comments
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A Customer Perspective

1	General Satisfaction with Service - retirees feedback	G	96%	97%	98.50%	72 out of 73 responses received from retirees in reporting period	Appendix 4
2a	Service Standards - Processing tasks within internal targets (SLA)						
	Deaths [12 days]	G	91%	92%	90.63%	29 of 32 Tasks were completed within target	
	Retirements [15 days]	G	89%	90%	83.30%	464 of 557 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	G	81%	75%	71.57%	705 of 985 Tasks were completed within target	
	Refunds [5 days]	G	82%	80%	76.92%	310 of 403 Tasks were completed within target	
	Transfer Ins [20 days]	G	74%	75%	78.60%	92 of 117 Tasks were completed within target	
	Transfer Outs [15 days]	G	77%	75%	73.62%	120 of 163 Tasks were completed within target	
	Estimates [10 days]	G	95%	90%	84.50%	807 of 955 Tasks were completed within target	
2b	Service Standards Processing tasks within statutory limits	G	100%	100%	100%		
3	Number of complaints	G			0	No complaints received in the period	
4	Pensions paid on time	G			100%	All paid on time	
5	Statutory Returns sent in on time (SF3/CIPFA)	G			100%	SF3 & CIPFA both submitted by deadline	
6	Number of hits per period on APF website	G	55572 (4631 p/m)	4000p/m	13,656	4552 per calendar month for reporting period	3B Graph 1
7	Advising members of Reg Changes within 3 months of implementation	G			n/a	none this quarter	
8	Issue of Newsletter (Active & Pensioners)	G			100%	Active member news letter issued July 2014	
9	Annual Benefit Statements distributed by year end	G			N/A	On target for release next quarter	

B People Perspective

1	% of new staff leaving within 3 months of joining	G			0%		
2	% Sickness Absence						
	a) Short Term				a) 1.95%		
	b) Long Term	G			b) 0.00%	Ahead of APF target and well ahead of corporate target of 5%	3B Graph 2

C Process Perspective

1	a) Services actually delivered electronically	b) Services <i>capable</i> of delivery to members	A			a) 0.3% b) 100%	a) 7.093% represents eligible users who have signed up to Member Self Service. Internet Access means that over 5,700 members now have electronic access b) Section able to deliver all targeted services electronically	
2	a) Active membership covered by employer EDI	b) % of employers submitting data electronically	G	a) 72% b) 58%		a) 81% b) 60%		
3	% Telephone calls answered within 20 seconds		G	97%		97.8%	8694 calls, 8469 answered within 20 seconds	3B Graph 3
4	Maintain work in progress/outstanding at below 10%		G	25811 created, 27925 cleared		101.93%	6310 Created, 6432 cleared	3B Graphs (4,5,6)
5	Year End data receipt		G			100%	All year end data received and reconciled	
5	No. of errors (due to incomplete member data from employers)		G			2%	Acceptable error level	

D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms	G	89%	90%	89.00%	Business Financial Services (inc Pensions)
2	Temp Staff levels (% of workforce)	G	0.74%		4.00%	Within target