

## PENSIONS SECTION ADMINISTRATION

### Key Performance Indicators

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

INDICATOR	Red Amber Green	2013/14 Actual	Target for 2014/15	Actual 3 months to 31/12/2014	Comments
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#### A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	G	97%	97%	96%	84 out of 209 responses received from retirees in reporting period	<b>Appendix 4</b>
2a	Service Standards - Processing tasks within internal targets (SLA)			0%			
	Deaths [12 days]	G	91%	92%	95%	20 of 21 Tasks were completed within target	
	Retirements [15 days]	G	89%	90%	89%	381 of 428 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	G	81%	75%	80%	735 of 922 Tasks were completed within target	
	Refunds [5 days]	G	82%	80%	80%	184 of 230 Tasks were completed within target	
	Transfers In [20 days]	G	74%	75%	76%	32 of 42 Tasks were completed within target	
	Transfers Out [15 days]	G	77%	75%	81%	101 of 125 Tasks were completed within target	
	Estimates [10 days]	G	95%	90%	88%	757 of 860 Tasks were completed within target	
2b	Service Standards Processing tasks within statutory limits	G	100%	100%	100%		
3	Number of complaints	G			Nil	No complaints received in the period	
4	Pensions paid on time	G		100%	100%	All paid on time	
5	Statutory Returns sent in on time (SF3/CIPFA)				n/a	None due this quarter	
6	Number of hits per period on APF website	G	51511 (4292 p/m)	4000	13,208	4402 per calendar month for reporting period	<b>Appendix 3b Graph 1</b>
7	Advising members of Reg Changes within 3 months of implementation			0	n/a	none this quarter	
8	Issue of Newsletter (Active & Pensioners)	G		0	Yes	Member Newsletter Issued December 2014	
9	Annual Benefit Statements distributed by year end			0	n/a	2014/15 due by 31 August 2015	

#### B People Perspective

1	% of new staff leaving within 3 months of joining				0%		
2	% Sickness Absence						<b>Appendix 3b Graph 2</b>
	a) Short Term	G	1.3%	3%	2%	Ahead of APF target and well ahead of corporate target of 5%	
	b) Long Term	G	0%	2%	0%		

#### C Process Perspective

1	Services actually delivered electronically	A			7.1%	7.1% represents eligible users who have signed up to My Pension Online. Internet access means that over 5,700 members now have electronic access.	
2	a) Active membership covered by employer EDI	A	72%	90%	81%		
	b) % of employers submitting data electronically	A	58%	70%	60%		
3	% Telephone calls answered within 20 seconds	G	97%	95%	97.6%	6744 calls, 6581 answered within 20 seconds	<b>Appendix 3b Graph 3</b>
4	Maintain work outstanding at below 75%	G	20658 created 20892 cleared	75%	74%	7682 created, 6920 cleared	<b>Appendix 3b Graphs 4 &amp; 5</b>
5	Year End data receipt			100%		2014/15 due by 30 April 2015	
6	No. of errors (due to incomplete member data from employers)	G		3%	2%	Acceptable error level	

#### D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms	G	89%	90%	91%	Business Financial Services (inc Pensions).
2	Temp Staff levels (% of workforce)	G	0.74%		2.2%	Within target