

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 3A to Pension Fund Administration Report at 30 Jun 2015

INDICATOR	Red Amber Green	2014/15	Target for 2015/16	Actual 3 months to 30/06/2015	Comments
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A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	G	97%	97%	97%	83 out of 209 responses received from retirees in reporting period	Appendix 4
2a	Service Standards - Processing tasks within internal targets (SLA)			0%			
	Deaths [12 days]	G	91%	92%	94%	17 of 18 Tasks were completed within target	
	Retirements [15 days]	G	86%	90%	93%	451 of 486 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	G	80%	75%	79%	613 of 775 Tasks were completed within target	
	Refunds [5 days]	G	75%	80%	84%	210 of 251 Tasks were completed within target	
	Transfers In [20 days]	G	76%	75%	80%	57 of 71 Tasks were completed within target	
	Transfers Out [15 days]	A	64%	75%	73%	154 of 211 Tasks were completed within target	
	Estimates [10 days]	A	85%	90%	80%	985 of 1232 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	55898/4658pcm		16,465	5488 per calendar month for reporting period	Appendix 3b Graph 1
7	Advising members of Reg Changes within 3 months of implementation			0	n/a	none this quarter	
8	Issue of Newsletter (Active & Pensioners)			0	n/a	none this quarter	
9	Annual Benefit Statements distributed by year end	G		0	n/a	2014/15 ABS sent by 31 August 2015	

B People Perspective

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

C Process Perspective

1	Services actually delivered electronically	G			10.6%	10.6% represents eligible users who have signed up to 'my pension online'. 8924 members now have electronic access to their pension record.	
2	a) Active membership covered by employer ESS	G	72%	90%	75%		
	b) % of employers submitting data electronically	G	58%	70%	60%		
3	% Telephone calls answered within 20 seconds	G	97%	95%	97.0%	11636 calls, 11286 answered within 20 seconds	Appendix 3b Graph 3
4	Maintain work outstanding at below 75%	G	30053 created 27944 cleared	75%	95%	7598 created, 7234 cleared	Appendix 3b Graphs 4 & 5
5	Year End data receipt			100%		2014/15 due by 30 April 2015	

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%		0.0%	Within target