

PENSIONS SECTION ADMINISTRATION

APPENDIX 3A to Budget Monitoring Report at 31st March 2012

Key Performance Indicators

INDICATOR	Green Red Amber	Reporting Dept	2010/11 Actual	Target for 2011/12	Actual - 2 months to 31/03/2012	Comment
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A Customer Perspective

1a	General Satisfaction with Service - clinic feedback	G	Admin	97%	95%	N/A	No clinics were held in the period and none are expected in 2012	Graph 1
1b	General Satisfaction with Service - retirees feedback	G	Admin	95%	95%	92.00%	Generally good from response from retirees	
2	Percentage Compliance with Charter Mark criteria	G	Admin	90%	95%	97%	Quality and in particular confidentiality of venue was the least well-scored. Concentrating on this for future See separate appendix	
3	Level of Equalities Standard for Local Government	G		100%	100%	100%	Chartermark Accreditation obtained as part of B&NES Finance in 2008 - re-assessment due in 2011 deferred?	
4a	Service Standards - Processing tasks within internal targets (SLA)							
	Deaths [12 days]	A	Admin	76%	90%	60.00%	3 of 5 Tasks were completed within target	
	Retirements [15 days]	G	Admin	82%	90%	87.04%	262 of 301 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	A	Admin	62%	75%	57.63%	321 of 557 Tasks were completed within target	
	Refunds [5 days]	G	Admin	85%	75%	80.00%	12 of 15 Tasks were completed within target	
	Transfer Ins [20 days]	A	Admin	64%	75%	42.47%	31 of 73 tasks were completed within target	
	Transfer Outs [15 days]	A	Admin	74%	75%	67.03%	61 of 91 Tasks were completed within target	
	Estimates [10 days]	G	Admin	94%	90%	87.60%	551 of 629 Tasks were completed within target	
4b	Service Standards Processing tasks within statutory limits	G	Admin	100%	100%	100%		
5	Number of complaints	G	Admin	2	0	0	No complaints received in the period	
6	Pensions paid on time	G	Admin	100%	100%	100%	All paid on time	
7	Statutory Returns sent in on time (SF3/CIPFA)	G	Admin	on time	100%	100%	due next quarter	
8	Number of hits per period on APF website	G	Admin	49256	36,000 p/a 3,000 p/q	12,330	6165 per calendar month for reporting period (double expected for year)	Graph 2
9	Advising members of Reg Changes within 3 months of implementation	G	Admin	100%	100%	n/a	none this quarter	
10	Issue of Newsletter (Active & Pensioners)	G	Admin	100%	100%	N/A	due next quarter	
11	Annual Benefit Statements distributed by year end	G	Admin	70%	100%	N/A	due by 1st October 2012	

B People Perspective

1	Health & Safety Compliance		G	All	100%	100%	100%			
2	% of staff with Investor in People Award (IIP)		G	All	0%	100%	100%	n/a - re- awarded in Summer 2010		
3	% of new staff leaving within 3 months of joining		G	All	0%	4%	0%			
4	% of staff with up to date Performance Reviews		G	All	97%	100%	all	All staff have had PDRs for 2011/12 identifying training requirements		
5	% Sickness Absence	a) Short Term	b) Long Term	G	All	2.50%	a) 3% b) 3%	a) 1.47% b) 0%	Ahead of APF target and well ahead of corporate target of 5%	Chart 3
6	% of staff with an up to date training plan			G	All	100%	100%	100%	Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.	

C Process Perspective

1	a) Services actually delivered electronically	b) Services <i>capable</i> of delivery to members		A	Admin	a) 0.3% b) 100%	a) 4% b) 100%	a) 0.3% b) 100%	a) 0.03% represents the members who agreed receive the Newsletter electronically. Internet Access means that over 2000 members are happy to receive info electronically b) Section able to deliver all targeted services electronically (See Admin Report)	
2	% Telephone answered within 20 seconds			G	Admin	99%	98%	98.0%	5038 calls, 4938 answered within 20 seconds	Graph 4
3	% Complaints dealt with within Corporate Standards			G	Admin	100%	100%	100%		
4	Letters answered within corporate standard			G	Admin	95%	95%	100%	Ahead of target	
5	Maintain work in progress/outstanding at below 10%			G	Admin	5.77%	10%	2.77%	2,608 Created, 2,536 cleared (97.23.% leaving 2.77% of workload outstanding) Well ahead of target	Graphs 5 & 7)
6	Collection of Pension Contributions:- a) % Received late b) Total Value of late contributions			G	Accounts	a) 6% b) 0.05%	a) 0% b) 0%	a) 2.5% b) 0.03%	3 out of 106 employers sent their contributions in late. No persistent late-payers. Average delay of late payers 3 days. Employers are reminded regularly of their legal obligations to pay on time and the possibility (under the 2007 Admin Regs) of billing them for extra charges if unnecessary additional work is created for APF.	
7	Year End update procedures (conts & salaries received by 31/08/2011)			G	Admin	81%	100%	98%	All Pen Conts and Pen Rems now received however, North Somersets Pen Rems were returned as 1500 post numbers missing.	
8	No. of errors (due to incomplete member data from employers)			G	Admin	2%	3%	2%	Acceptable error level	

D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms			G	Admin	91%	94%	89.00%	Business Financial Services (inc Pensions) The average for the 2 months is worse than target due to a poor month in March of only 82.14%	
2	Temp Staff levels (% of workforce)			G	All	0.40%	3%	1.61%	Below target	
3	% of IT plan achieved against target			R	Supp & Dev	24%	100% (25% p/q)	20%	EDI progress has been slow. The new Admin Strategy will be used to encourage employers to provide information electronically as the norm. New Employer Access module to be rolled out in 2011 will allow employers to key information electronically into the pensions database. Deadline extended to October 2012 for larger employers	
4	% of Training Plan achieved against target			G	Supp & Dev	100%	100%	100%	Staff training requirements for all staff identified from Staff meeting in 2010 new form set up to use at 1 - 1 meetings to supplement Performance Review assessment. Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.	