

PENSIONS SECTION ADMINISTRATION

APPENDIX 3A to Pension Fund Administration Report at 31 July 2013

Narrative only

Key Performance Indicators

INDICATOR	Green Red Amber	2013 Actual	Target for 2013/14	Actual 3 months to 31/07/2013	Comments			
A Customer Perspective								
1a General Satisfaction with Service - clinic feedback	G	0%	N/A	N/A	No clinics were held in the period and none are expected in 2013	Graph 1		
1b General Satisfaction with Service - retirees feedback	G	97%	97%	97%	Generally good from response from retirees			
2a Service Standards - Processing tasks within internal targets (SLA)								
Deaths [12 days]	A	59%	90%	78.95%	15 of 19 Tasks were completed within target			
Retirements [15 days]	G	83%	90%	94.52%	604 of 639 Tasks were completed within target			
Leavers (Deferreds) [20 days]	G	68%	75%	80.50%	809 of 1005 Tasks were completed within target			
Refunds [5 days]	A	80%	75%	53.49%	46 of 86 Tasks were completed within target			
Transfer Ins [20 days]	A	45%	75%	65.81%	77 of 117 Tasks were completed within target			
Transfer Outs [15 days]	A	67%	75%	60.00%	57 of 95 Tasks were completed within target			
Estimates [10 days]	G	95%	90%	93.68%	682 of 728 Tasks were completed within target			
2b Service Standards Processing tasks within statutory limits	G	100%	100%	100%	Should always be 100%			
3 Number of complaints	G	0	0	0	No complaints received in the period			
4 Pensions paid on time	G	100%	100%	100%	Should always be 100%			
5 Statutory Returns sent in on time (SF3/CIPFA)	G	100%	100%	100%	due next quarter			
6 Number of hits per period on APF website	G	51511 (4292 p/m)	3000 per month	10,923	3641 per calendar month for reporting period	Graph 2		
7 Advising members of Reg Changes within 3 months of implementation	G	100%	100%	n/a	none this quarter			
8 Issue of Newsletter (Active & Pensioners)	G	100%	100%	N/A	due next quarter			
9 Annual Benefit Statements distributed by year end	G	98%	100%	N/A	Deadline 5 October 2013 -will be sent by end of September			
B People Perspective								
1 % of new staff leaving within 3 months of joining	G	3%	4%	2%	Ahead of target			
2 % Sickness Absence	G	a) Short Term	b) Long Term	a) 1.30% b) 0%	a) 3% b) 3%	a) 1.49% b) 0%	Ahead of APF target and well ahead of corporate target of 5%	Chart 3
C Process Perspective								
1 a) Services actually delivered electronically	A	b) Services capable of delivery to members		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	
2 % Telephone calls answered within 20 seconds		G	97%	98%	96.5%	8272 calls, 7981 answered within 20 seconds	Graph 4	
3 Maintain work in progress/outstanding at below 10%	G	20658 created, 20892 cleared = 1% of backlog cleared	10%	14.30%	5541 Created, 4750 cleared (Leaving 14.30% of workload outstanding). Much higher than average workload received in June - 2557.	Graphs 5 6 & 7)		
4 Year End update procedures (conts & salaries due by 30.04.13)	G	85%	100%	98%	Rest of information received by the end of May- now complete			
5 No. of errors (due to incomplete member data from employers)	G	2%	3%	2%	Acceptable error level			
D Resource Perspective								
1 % Supplier Invoices paid within 30 day or mutually agreed terms	G	89%	90%	89%	Business Financial Services (inc Pensions)			
2 Temp Staff levels (% of workforce)	G	0.74%	3%	5.82%	Within target. Temporary whilst post awaiting filling			