

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

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

INDICATOR	Green Red Amber	2012/13 Actual	Target for 2013/14	Actual 3 months to 31/10/2013	Comments
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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%	95%	Generally good from response from retirees	
2a Service Standards - Processing tasks within internal targets (SLA)						
Deaths [12 days]	A	59%	90%	86.96%	20 of 23 Tasks were completed within target	
Retirements [15 days]	G	83%	90%	93.39%	565 of 605 Tasks were completed within target	
Leavers (Deferreds) [20 days]	A	68%	75%	77.79%	1012 of 1301 Tasks were completed within target	
Refunds [5 days]	G	80%	75%	83.67%	82 of 98 Tasks were completed within target	
Transfer Ins [20 days]	A	45%	75%	65.33%	98 of 150 Tasks were completed within target	
Transfer Outs [15 days]	A	67%	75%	79.19%	118 of 149 Tasks were completed within target	
Estimates [10 days]	G	95%	90%	95.92%	941 of 981 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	No complaints received in the period	
4 Pensions paid on time	G	100%	100%	100%	All paid on time	
5 Statutory Returns sent in on time (SF3/CIPFA)	G	100%	100%	N/A	None due this quarter	
6 Number of hits per period on APF website	G	51511 (4292 p/m)	3000 pcm	11,106	3702 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			N/A	due next quarter	
9 Annual Benefit Statements distributed by year end	G	98%	100%	100%	All due statements issued before deadline (5.10.2013)	

B People Perspective

1 % of new staff leaving within 3 months of joining	G	3%	4%	0%	Ahead of target	
2 % Sickness Absence	G	a) 1.30% b) 0%	a) 3% b) 0%	a) 3.62% b) 0%	Below APF target. Ahead of corporate target of 5%	Chart 3
a) Short Term						

C Process Perspective

1 a) Services actually delivered electronically	A	a) 0.3% b) 100%	a) 4% b) 100%	a) 0.3% b) 100%	a) 0.3% 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	
b) Services capable of delivery to members						
2 % Telephone calls answered within 20 seconds	G	97%	98%	98.0%	8349 calls, 8185 answered within 20 seconds	Graph 4
3 Maintain work in progress/outstanding at below 10%	G	20658 created, 20892 cleared		107.00%	4772 Created, 5111 cleared	Graphs 5 6 & 7)
4 Year End update procedures (conts & salaries rdue by 30.04.13)	G	85%	100%	98%	All information received by 31st 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%	92.00%	Business Financial Services (inc Pensions)
2 Temp Staff levels (% of workforce)	G	0.74%	3%	4.03%	Within target