

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

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

INDICATOR	Green Red Amber	2012/13 Actual	Target for 2013/14	Actual 3 months to 31/01/2014	Comments
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A Customer Perspective

1	Clarity of Information Provided by APF - retirees feedback	G	97%	97%	98%	Good response from retirees	Appendix 4
2a	Service Standards - Processing tasks within internal targets (SLA)						
	Deaths [12 days]	G	59%	90%	91.43%	32 of 35 Tasks were completed within target	
	Retirements [15 days]	G	83%	90%	92.50%	493 of 533 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	G	68%	75%	80.72%	988 of 1224 Tasks were completed within target	
	Refunds [5 days]	G	80%	75%	88.11%	215 of 244 Tasks were completed within target	
	Transfer Ins [20 days]	G	45%	75%	75.86%	154 of 203 Tasks were completed within target	
	Transfer Outs [15 days]	G	67%	75%	86.92%	93 of 107 Tasks were completed within target	
	Estimates [10 days]	G	95%	90%	97.52%	628 of 644 Tasks were completed within target	
2b	Service Standards Processing tasks within statutory limits	G	100%	100%	100%		
3	Number of complaints	G			0	No complaints received in the period	
4	Pensions paid on time	G			100%	All paid on time	
5	Statutory Returns sent in on time (SF3/CIPFA)	G			100%	Due Q2 2014/15	
6	Number of hits per period on APF website	G	51511 (4292 p/m)	3000 pcm	13,395	4465 per calendar month for reporting period	3B Graph 1
7	Advising members of Reg Changes within 3 months of implementation	G			N/A	Due Q1 2014/15	
8	Issue of Newsletter (Active & Pensioners)	G			100%	Active member newsletter issued February 2014	
9	Annual Benefit Statements distributed by year end	G	98%	100%	100%	All due statements issued by deadline	

B People Perspective

1	% Sickness Absence	a) Short Term	b) Long Term	G	a) 1.30% b) 0%	a) 1.89% b) 2.48%	Within corporate target	3B Graph 2
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C Process Perspective

1	a) Services actually delivered electronically to members	b) Services <i>capable</i> of delivery to members	A	a) 0.3% b) 100%		a) 0.3% b) 100%	a) 0.03% represents the members who have agreed receive the Newsletter electronically. b) Section able to deliver all targeted services electronically	
2	a) Active membership covered by employer EDI	b) % of employers sending data electronically	G	0%	100% of 25 largest employers	a) 72% b) 58%	96% of 25 largest employers achieved (excl South Glos)	
3	% Telephone calls answered within 20 seconds		G	97%		97.1%	7699 calls, 7474 answered within 20 seconds	3B Graph 3
4	Maintain work in progress/outstanding at below 10%		G	20658 created 20892 cleared		103.77%	4505 created, 4675 cleared	3B Graphs (4 & 6)
5	Year End update procedures (conts & salaries due by 30.04.14)		G	85%	100%	98%	Next due Q1 2014/15	
6	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	A	89%	90%	89.00%	Business Financial Services (inc Pensions)
2	Temp Staff levels (% of workforce)	G	0.74%		4.00%	Within target