

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 3A to Pension Fund Administration Report at 30 April 2014

INDICATOR	Green Red Amber	2012/13 Actual	Target for 2013/14	Actual 3 months to 30/04/2014	Comments
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A Customer Perspective

1 General Satisfaction with Service - retirees feedback	G	97%	97%	99%	105 out of 106 responses received from retirees in reporting period	Appendix 4
2a Service Standards - Processing tasks within internal targets (SLA)						
Deaths [12 days]	G	59%	90%	92.86%	26 of 28 Tasks were completed within target	
Retirements [15 days]	G	83%	90%	93.45%	556 of 595 Tasks were completed within target	
Leavers (Deferreds) [20 days]	G	68%	75%	89.72%	943 of 1051 Tasks were completed within target	
Refunds [5 days]	G	80%	75%	89.24%	199 of 223 Tasks were completed within target	
Transfer Ins [20 days]	G	45%	75%	73.91%	119 of 161 Tasks were completed within target	
Transfer Outs [15 days]	G	67%	75%	77.19%	88 of 114 Tasks were completed within target	
Estimates [10 days]	G	95%	90%	94.25%	623 of 661 Tasks were completed within target	
2b Service Standards Processing tasks within statutory limits						
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 next quarter	
6 Number of hits per period on APF website	G	51511 (4292 p/m)	3000 pcm	17,465	5821 per calendar month for reporting period	3B Graph 1
7 Advising members of Reg Changes within 3 months of implementation	G			100%	Issued June 2014	
8 Issue of Newsletter (Active & Pensioners)	G			100%	Pensioner member news letter issued May 2014	
9 Annual Benefit Statements distributed by statutory deadline	G			N/A	Due by 6th October 2014	

B People Perspective

1 % of new staff leaving within 3 months of joining	G			0%			
2 % Sickness Absence	G	a) Short Term	b) Long Term	a) 1.30% b) 0%	a) 1.47% b) 1.56%	Within corporate target of 5%	3B Graph 2

C Process Perspective

1 a) Services actually delivered electronically	A			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	
2 (a) Active membership covered by employer EDI	G	0%	100% of 25 largest employers	a) 72% b) 58%	96% of 25 largest employers achieved (excluding south Glos)	
3 % Telephone calls answered within 20 seconds	G	97%		97.8%	9250 calls, 9049 answered within 20 seconds	3B Graph 3
4 Maintain work in progress/outstanding at below 10%	G	20658 created, 20892 cleared		96.90%	6670 Created, 6463 cleared	3B Graphs (4,5,6)
5 Year End update procedures (employer data received by 30.04.14 deadline)	G	85%	100%	96%		
6 No. of errors (due to incomplete member data from employers)	G			2%	Acceptable error level	

D Resource Perspective

1 % Supplier Invoices paid within 30 day or mutually agreed terms	G	89%	90%	89.00%	Business Financial Services (inc Pensions)
2 Temp Staff levels (% of workforce)	G	0.74%		3.85%	Within target