

## PENSIONS SECTION ADMINISTRATION

### Key Performance Indicators

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

INDICATOR	Green Red Amber	2013/14 Actual	Target for 2014/15	Actual 3 months to 30/09/2014	Comments
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#### A Customer Perspective

1 General Satisfaction with Service - retirees feedback	G	96%	97%	94.00%	126 out of 134 responses received from retirees in reporting period	<b>Appendix 4</b>
2a Service Standards - Processing tasks within internal targets (SLA)						
Deaths [12 days]	G	91%	92%	91.30%	21 of 23 Tasks were completed within target	
Retirements [15 days]	G	89%	90%	86.24%	633 of 734 Tasks were completed within target	
Leavers (Deferreds) [20 days]	G	81%	75%	86.80%	993 of 1144 Tasks were completed within target	
Refunds [5 days]	G	82%	80%	64.91%	296 of 456 Tasks were completed within target	
Transfer Ins [20 days]	G	74%	75%	77.50%	93 of 120 Tasks were completed within target	
Transfer Outs [15 days]	A	77%	75%	53.13%	85 of 160 Tasks were completed within target	
Estimates [10 days]	G	95%	90%	89.33%	720 of 806 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				None due this quarter	
6 Number of hits per period on APF website	G	55572 (4631 p/m)	4000pcm	13,413	4471 per calendar month for reporting period	<b>Appendix 3B Graph 1</b>
7 Advising members of Reg Changes within 3 months of implementation				n/a	None this quarter	
8 Issue of Newsletter (Active & Pensioners)				n/a	None this quarter	
9 Annual Benefit Statements distributed by year end	G			100%	Issued on time	

#### B People Perspective

1 % of new staff leaving within 3 months of joining	G			0%		
2 % Sickness Absence		a) Short Term	b) Long Term	a) 1.95% b) 0.00%	Ahead of APF target and well ahead of corporate target of 5%	<b>Appendix 3B Graph 2</b>

#### C Process Perspective

1 a) Services actually delivered electronically	A			a) 7.1% b) 100%	a) 7.1% represents eligible users who have signed up to Member Self Service. Internet Access means that over 5,700 members now have electronic access b) Section able to deliver all targeted services electronically	
2 a) Active membership covered by employer EDI	G	a) 72% b) 58%		a) 81% b) 60%		
3 % Telephone calls answered within 20 seconds	G	97%		97.8%	8694 calls, 8469 answered within 20 seconds	<b>Appendix 3B Graph 3</b>
4 Maintain work in progress/outstanding at <b>below 10%</b>	G	20658 created, 20892 cleared		95.24%	7585 Created, 7224 cleared	<b>Appendix 3B Graphs (4&amp;5)</b>
5 Year End data receipt	G			100%	All year end data received and reconciled	
5 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%		6.38%	Within target	