

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 3A to Pension Fund Administration Report at 31 Mar 2015

INDICATOR	Red Amber Green	2013/14 Actual	Target for 2014/15	Actual 3 months to 31/03/2015	Comments
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A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	G	97%	97%	96%	120 out of 261 responses received from retirees in reporting period	Appendix 4
2a	Service Standards - Processing tasks within internal targets (SLA)						
	Deaths [12 days]	G	91%	91%	89%	33 of 37 Tasks were completed within target	
	Retirements [15 days]	G	89%	90%	88%	365 of 417 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	G	81%	75%	83%	821 of 986 Tasks were completed within target	
	Refunds [5 days]	G	82%	80%	78%	280 of 359 Tasks were completed within target	
	Transfers In [20 days]	G	74%	75%	75%	51 of 67 Tasks were completed within target	
	Transfers Out [15 days]	G	77%	75%	50%	73 of 146 Tasks were completed within target	
	Estimates [10 days]	G	95%	90%	79%	737 of 937 Tasks were completed within target	
2b	Service Standards Processing tasks within statutory limits	G	100%	100%	100%		
3	Number of complaints	G			Nil	No complaints received in the period	
4	Pensions paid on time	G		100%	100%	All paid on time	
5	Statutory Returns sent in on time (SF3/CIPFA)				n/a	None due this quarter	
6	Number of hits per period on APF website	G	51511 (4292 p/m)	4000	15,621	5207 per calendar month for reporting period	Appendix 3b Graph 1
7	Advising members of Reg Changes within 3 months of implementation				n/a	none this quarter	
8	Issue of Newsletter (Active & Pensioners)	G			Yes	Pension Member Newsletter Issued March 2015	
9	Annual Benefit Statements distributed by year end				n/a	2014/15 due by 31 August 2015 (Report Next Qtr)	

B People Perspective

1	% of new staff leaving within 3 months of joining				0%		
2	% Sickness Absence	a) Short Term	G	1.3%	3%	3%	Appendix 3b Graph 2
		b) Long Term	G	0%	2%	0%	

C Process Perspective

1	Services actually delivered electronically	A			9.5%	9.45% represents eligible users who have signed up to My Pension Online. 7,983 members now have electronic access to their record details online.	
2	a) Active membership covered by employer EDI	A	72%	90%	81%		
	b) % of employers submitting data electronically	A	58%	70%	60%		
3	% Telephone calls answered within 20 seconds	G	97%	95%	97.2%	9775 calls, 9502 answered within 20 seconds	Appendix 3b Graph 3
4	Maintain work outstanding at below 75%	G	20658 created 20892 cleared	75%	87%	8476 created, 7368 cleared	Appendix 3b Graphs 4 & 5
5	Year End data receipt			100%		2014/15 due by 30 April 2015	
6	No. of errors (due to incomplete member data from employers)	G		3%	2%	Acceptable error level	

D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms	G	89%	90%	91%	Business Financial Services (inc Pensions).	
2	Temp Staff levels (% of workforce)	G	0.74%		0.0%	Within target	