

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 5 to Pension Fund Administration Report at 30 Sept 2015

INDICATOR	Red Amber Green	2014/15 Actual	Target for 2015/16	Actual 3 months to 30/09/2015	Comments
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A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	G	97%	97%	86%	135 out of 326 responses received from retirees in period - see Appendix 6
2a	Service Standards - Processing tasks within internal targets (SLA)			0%		
	Deaths [12 days]	G	91%	92%	83%	19 of 23 Tasks were completed within target
	Retirements [15 days]	G	89%	90%	81%	358 of 442 Tasks were completed within target
	Leavers (Deferreds) [20 days]	A	81%	75%	52%	345 of 664 Tasks were completed within target
	Refunds [5 days]	G	82%	80%	80%	210 of 263 Tasks were completed within target
	Transfers In [20 days]	G	74%	75%	75%	72 of 96 Tasks were completed within target
	Transfers Out [15 days]	A	77%	75%	70%	77 of 110 Tasks were completed within target
	Estimates [10 days]	G	95%	90%	89%	701 of 788 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)	G				CIPFA Benchmarking data submitted July 2015 - report next meeting
6	Number of hits per period on APF website	G	55898/4658pcm		17,348	5782 per calendar month for reporting period
7	Advising members of Reg Changes within 3 months of implementation				n/a	none this quarter
8	Issue of Newsletter (Active & Pensioners)			0	Yes	none this quarter
9	Annual Benefit Statements distributed by 31 August	G				Total 99.7% Benefit Statements issued by 31.08.2015 statutory deadline

B People Perspective

1	% of new staff leaving within 3 months of joining				0%	
2	% Sickness Absence					Ahead of APF target and well ahead of corporate target of 5%
	a) Short Term	G	1.3%	3%	1%	
	b) Long Term	G	0%	2%	0%	

C Process Perspective

1	Services actually delivered electronically	G			11.5%	11.5% represents eligible users who have signed up to My Pension Online. 9,452 members now have electronic access.
2	a) Active membership covered by employer ESS	G	72%	90%	75%	
	b) % of employers submitting data electronically	G	58%	70%	60%	
3	% Telephone calls answered within 20 seconds	G	97%	95%	98.7%	9160 calls, 9044 answered within 20 seconds
4	Maintain work outstanding at below 75%	G	30053 created 27944 cleared	75%	76%	9837 created, 7487 cleared - see Annex 1 Graph 1 & 2
5	Year End data receipt	G		100%		2015/16 due by 30 April 2016
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