

PENSIONS SECTION ADMINISTRATION

Key Performance Indicators

APPENDIX 5 to Pension Fund Administration Report at 31 January 2016

INDICATOR	Red Amber Green	2014/15 Actual	Target for 2015/16	Actual 4 Months to 31/01/2016	Comments
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A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	A	97%	97%	94%	50 responses received from 299 retirees in period - see Appendix 6
2a	Service Standards - Processing tasks within internal targets (SLA)					
	Deaths [12 days]	A	91%	92%	88%	15 of 17 Cases completed within target
	Retirements [15 days]	A	89%	90%	85%	314 of 369 Tasks completed within target
	Leavers (Deferreds) [20 days]	A	81%	75%	54%	677 of 1253 Tasks completed within target
	Refunds [5 days]	A	82%	80%	75%	203 of 270 Tasks completed within target
	Transfers In [20 days]	G	74%	75%	75%	29 of 39 Tasks completed within target
	Transfers Out [15 days]	A	77%	75%	68%	66 of 97 Tasks completed within target
	Estimates [10 days]	G	95%	90%	92%	721 of 787 Tasks 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			n/a	none due this period
6	Number of hits per period on APF website	G	55898/4658pcm		18,348	4587 per calendar month for reporting period
7	Advising members of Reg Changes within 3 months of implementation				n/a	none this period
8	Issue of Newsletter (Active & Pensioners)			0	Yes	Active member news letter issued December 2015
9	Annual Benefit Statements distributed by 31 August	G				99.7% issued by 31st August 2015

B People Perspective

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

C Process Perspective

1	Services actually delivered electronically	G			12.1%	12.1% represents eligible users who have signed up to My Pension Online. 10,337 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 40%	G	30053 created 27944 cleared	<40%	38%	7855 created, 7359 cleared - see Appendix 5A Annex 1 & 2
5	Year End data receipt	G		100%		2015/16 due by 30 April 2016

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%		4.5%	Temp Officer - GMP Reconciliation Project/Temp Accountancy Assistant