

## PENSIONS SECTION ADMINISTRATION

### Key Performance Indicators

APPENDIX 5 to Pension Fund Administration Report at 30 April 2016

INDICATOR	Red Amber Green	2015/16 Actual	Target	Actual 3 Months to 30/04/2016	Comments
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#### A Customer Perspective

1	General Satisfaction with Service - retirees' feedback	G	97%	97%	94%	21 Responses Received from 212 Retirees (Appendix 6)
2	Service Standards - Processing tasks within internal targets (SLA)					
	Deaths	A	91%	92%	84%	12 of 14 Cases completed within target
	Retirements	A	89%	90%	76%	339 of 449 Tasks completed within target
	Leavers (Deferreds)	G	81%	75%	75%	807 of 1069 Tasks completed within target
	Refunds	G	82%	80%	86%	341 of 397 Tasks completed within target
	Transfers In	A	74%	75%	59%	10 of 17 Tasks completed within target
	Transfers Out	A	77%	75%	72%	51 of 71 Tasks completed within target
	Estimates	A	95%	90%	67%	572 of 857 Tasks completed within target
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	51511/4292pcm		15,503	5168 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	n/a	none due this period
9	Annual Benefit Statements distributed by 31 August					Report due September 2016

#### B People Perspective

1	% of new staff leaving within 3 months of joining				0%	
2	% Sickness Absence					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			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%	A	30053 created 27944 cleared	<40%	44%	5925 created, 4747 cleared - see Appendix 5A Annex 1 & 2
5	Year End data receipt	G		100%	90%	217 out of 241 Submitted by initial deadline of 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%		6.0%	