Key Performance Indicators at 30 September 2016

#	Indicator	Current Red Amber Green	Periods ago 1	2	3	2015/16 actual	2016/17 target	Actual 3 months to 30/09/16	Comments
1	Service standards - processing tasks within internal targets (SLAs):								
	a) Deaths	A	A	A	G	91%	92%	58%	7 of 12 tasks completed within target
	b) Retirements	A	A	A	G	89%	90%	67%	461 of 688 tasks completed within target
	c) Leavers (Deferreds)	G	G	G	A	81%	75%	79%	265 of 334 tasks completed within target
	d) Refunds	G	G	G	A	82%	80%	87%	809 of 931 tasks completed within target
	e) Transfers In	A	A	A	G	74%	75%	21%	8 of 39 tasks completed within target
	f) Transfers Out	A	A	A	A	77%	75%	9%	0 of 12 tasks completed within target
	g) Estimates	A	A	A	G	95%	90%	77%	102 of 191 tasks completed within target
2	Pensions paid on time	G	G	G	G	100%	100%	100%	All paid on time
3	Number of complaints	G	G	G	G				Nil
4	Maintain work outstanding at below (40%)	A	A	G	G		40%	84%	9,063 created / 7,611 cleared
5	% telephone calls answered with 20 seconds	G	G	G	G	97%	95%	98.9%	7,509 calls, 7,428 answered within target
6	Digital service delivery (employers)								
	a) % of active membership covered by employer electronic self-service (ESS)	A				72%	90%	75%	
	b) % of employers submitting electronic data	A				58%	70%	60%	
7	Digital service delivery (Members) % of total members signed up to member self-service (MSS)	G						14%	12,238 members signed up
8	Annual Benefit Statements issued by 31 August deadline	G				99.7%	100%	100%	All with complete data set issued by 31 Aug deadline
9	% Sickness absence:								
	a) Short term								
	b) Long term								
10	Temp staff levels (% of workforce)								
11	Customer service satisfaction (retirees)	G					65%	83%	New online survey – level of satisfaction with APF service
12	Communications:								
	a) Member newsletters issued	G				2	2	1	Newsletter issued with ABS in Aug
	b) Employer newsletter /bulletins	G				4	4	2	2 newsletter bulletins issued
	c) Member website sessions	G	G	G	G	51,511 (4292 p/m)	4,000	16,646	5548 per calendar month for reporting period