

<b>PENSIONS SECTION ADMINISTRATION</b>
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INDICATOR	Green Red Amber	Reporting Dept	2009/10 Actual	Target for 2010/11	Actual - 2010	Comment
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**A Customer Perspective**

1a	General Satisfaction with Service - clinic feedback	<b>G</b>	Admin	97%	95%	99%	11 clinics held during period. Excellent member feedback on the service from Pensions Service.	<b>Graph 1</b>
1b	General Satisfaction with Service - retirees feedback	<b>G</b>	Admin	95%	95%	97.90%	Very good from responses from recently retired members	
2	Percentage Compliance with Charter Mark criteria	<b>G</b>	Admin	90%	95%	97%	Chartermark Accreditation obtained as part of B&NES Finance in 2008 - re-assessment is due in 2011	
3	Level of Equalities Standard for Local Government	<b>G</b>	Admin	100%	100%	100%	Level 2 Accreditation yachieved by B&NES Council in 2010. Pensions carried out 2 Equalities Impact Assessment in 2010 and is not required to carry out any further Assessments.	
4a	Service Standards - Processing tasks within internal targets (SLA)							
	Deaths [12 days]	<b>G</b>	Admin	89%	90%	88.40%	72 of 82 tasks were completed within target.	
	Retirements [15 days]	<b>G</b>	Admin	70%	90%	71.74%	1254 of 1748 tasks were completed within target.	
	Leavers (Deferreds) [20 days]	<b>G</b>	Admin	82%	75%	82.00%	2963 of 3614 tasks were completed within target.	
	Refunds [5 days]	<b>G</b>	Admin	62%	60%	82.04%	201 of 245 tasks were completed within target. Target for refunds will be increased to 75% for 2011 onwards	
	Transfer Ins [20 days]	<b>A</b>	Admin	65%	75%	59.42%	347 of 584 tasks were completed within target. Unable to process for several months due to unavailability of transfer factors fro GAD following change in revluation basis from RPI to CPI.	
	Transfer Outs [15 days]	<b>A</b>	Admin	50%	75%	61.41%	226 of 368 tasks were completed within target. nable to process for several months due to unavailability of transfer factors fro GAD following change in revluation basis from RPI to CPI	
	Estimates [10 days]	<b>G</b>	Admin	91%	90%	92.80%	2977 of 3208 tasks were completed within target.	
4b	Service Standards Processing tasks within statutory limits	<b>G</b>	Admin	100%	100%	100%	Should always be 100%	
5	Number of complaints	<b>G</b>	Admin	22	0	0	No complaints received in the period	
6	Pensions paid on time	<b>G</b>	Admin	100%	100%	100%	All paid on time	
7	Statutory Returns sent in on time (SF3/CIPFA)	<b>G</b>	Admin	n/a	100%	100%	Should always be 100%	
8	Number of hits per period on APF website	<b>G</b>	Admin	44743	36000p/a 3000p/q	52024	4335 per calendar month for reporting period	<b>Graph 2</b>
9	Advising members of Reg Changes within 3 months of implementation	<b>G</b>	Admin	100%	100%	100%	Should always be 100%	
10	Issue of Newsletter (Active & Pensioners)	<b>G</b>	Admin	100%	100%	100%	Should always be 100%	
11	Annual Benefit Statements distributed by year end	<b>G</b>	Admin	70%	100%	100%	All sent by year end	

## B People Perspective

1	Health & Safety Compliance		<b>G</b>	All	100%	100%	100%	Should always be 100%		
2	% of staff with Investor in People Award (IIP)		<b>G</b>	All	0%	100%	100%	Obtained re-accreditation of IIP when reassessed in Summer 2010		
3	% of new staff leaving within 3 months of joining		<b>G</b>	All	0%	4%	0%	No leavers in the year		
4	% of staff with up to date Performance Reviews		<b>G</b>	All	97%	100%	n/a	None due in this period		
5	% Sickness Absence	a) Short Term	b) Long Term	<b>G</b>	All	2.50%	a) 3% b) 3%	a) 1.48% b) 0%	Ahead of APF target and well ahead of corporate target of 5%	<b>Chart 3</b>
6	% of staff with an up to date training plan		<b>G</b>	All	100%	100%	100%	Each person has a Personal Development Plan Folder. Program of courses (internal & external) in place for 2009/10. Training needs identified at performance reviews.		

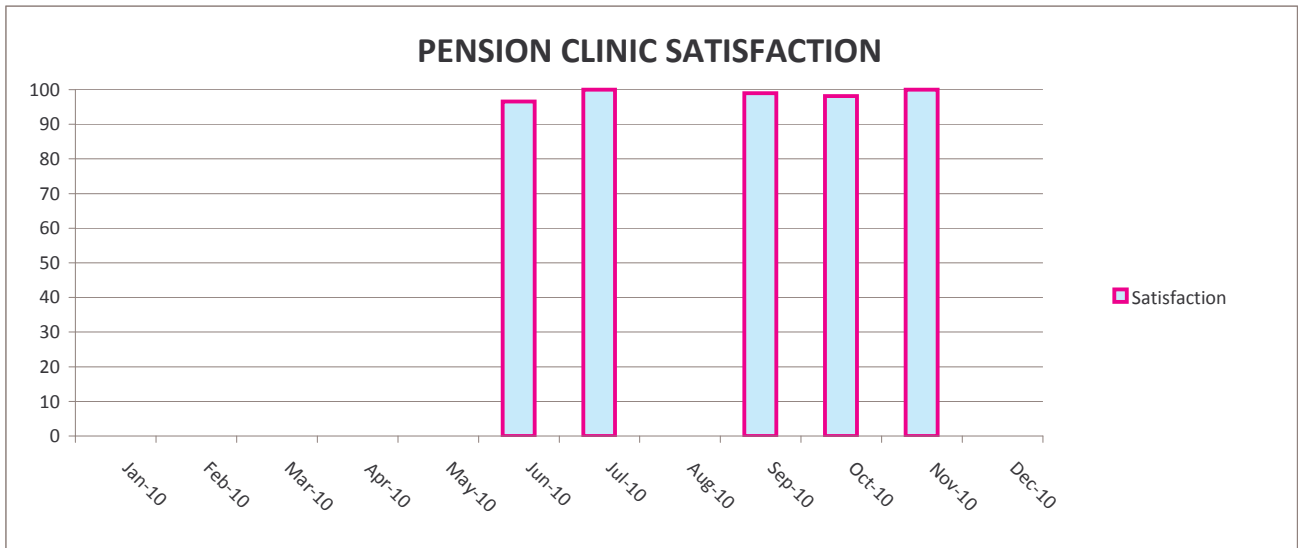
## C Process Perspective

1	a) 5 Services actually delivered &	b) electronically & services capable of delivery to members	<b>A</b>	Admin	a) 0.3% b) 100%	a) 4% b) 100%	a) 0.3% b) 100%	a) 0.03% represents the members who agreed receive the Newsletter electronically. Gandlake initiative means that over 1500 members are happy to receive info electronically b) Section able to deliver all targeted services electronically	
2	% Telephone answered within 20 seconds		<b>G</b>	Admin	99%	98%	98.97%	34948 calls, 34588 answered within 20 seconds	<b>Graph 4</b>
3	% Complaints dealt with within Corporate Standards		<b>G</b>	Admin	100%	100%	100%	Should never be less than 100%	
4	Letters answered within corporate standard		<b>G</b>	Admin	95%	95%	100%	Ahead of target	
5	Maintain work in progress/outstanding at <b>below 10%</b>		<b>G</b>	Admin	10.59%	10%	5.65%	18179 Created, 17152 cleared ( 94.35.% leaving 5.65% of workload outstanding) Ahead of target	<b>Graphs 5 &amp; 7)</b>
6	Collection of Pension Contributions:- a) % Received late b) Total Value of late contributions (% of total employer contributions paid to the Fund in the period)		<b>G</b>	Accounts	a) 6% b) 0.05%	a) 0% b) 0%	a) 2.4% b) 0.05%	29 instances of late payment occurred in the period of which only 6 were repeated offenders Average delay of late payers 6 days. However 2 employers were over 20 days on one occasion due to exceptional circumstances. Removing these reduces the average to 4 days <b>Employers are reminded regularly</b> of their legal obligations to pay on time and the possibility (under the 2007 Admin Regs) of billing them for extra charges if unnecessary additional work is created for APF.	
7	Year End update procedures (conts & salaries received by 31/08/2010)		<b>G</b>	Admin	81%	100%	100%	All Pen Conts and Pen Rems now received however B&NES were very late in submitting theirs and the first return was inaccurate.	
8	No. of customer errors (due to incomplete data)		<b>G</b>	Admin	2%	3%	2%	Acceptable error level	

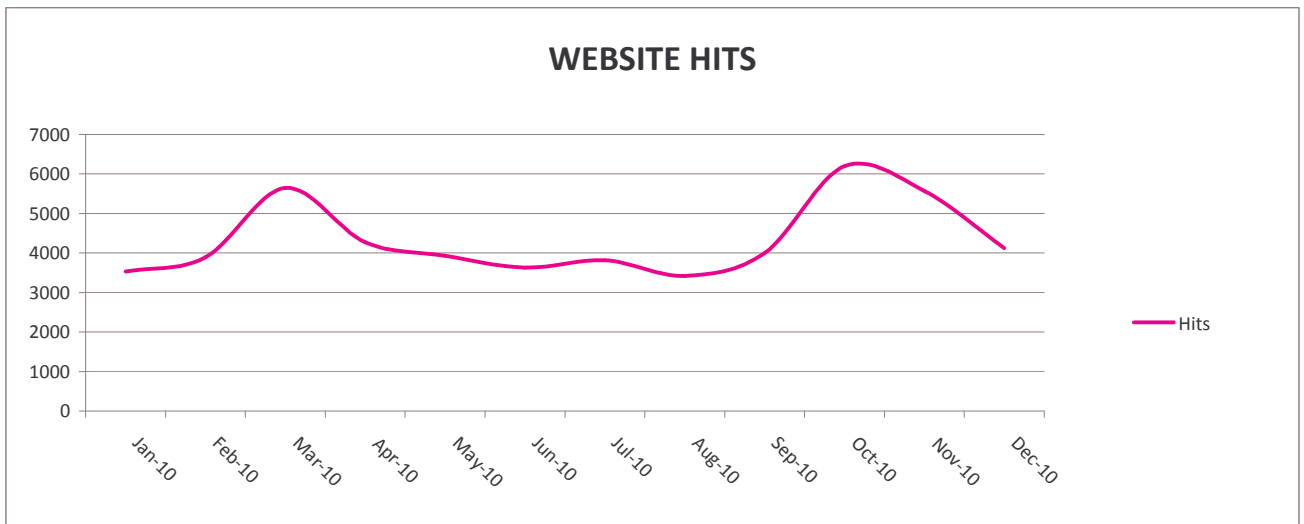
## D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms		<b>G</b>	Admin	91%	94%	93.82%	Business Financial Services (inc Pensions) figure is marginally below target	
2	Temp Staff levels (% of workforce)		<b>G</b>	All	0.40%	3%	3.52%	Slightly over target - due to temporary staff from June to September 2010 - reduced to 2.7% in February 2011	
3	% of IT plan achieved against target		<b>A</b>	Tech & Dev	24%	100% (25% p/q)	20%	EDI progressing slow. However, the new Admin Strategy requires all employers to provide information electronically by 2012.	
4	% of Training Plan achieved against target		<b>G</b>	Tech & Dev	100%	100%	100%	Staff training requirements for all staff identified from 2010 annual performance reviews. An extensive programme of courses (internal & external) are being put in place for 2011 to meet these needs.	

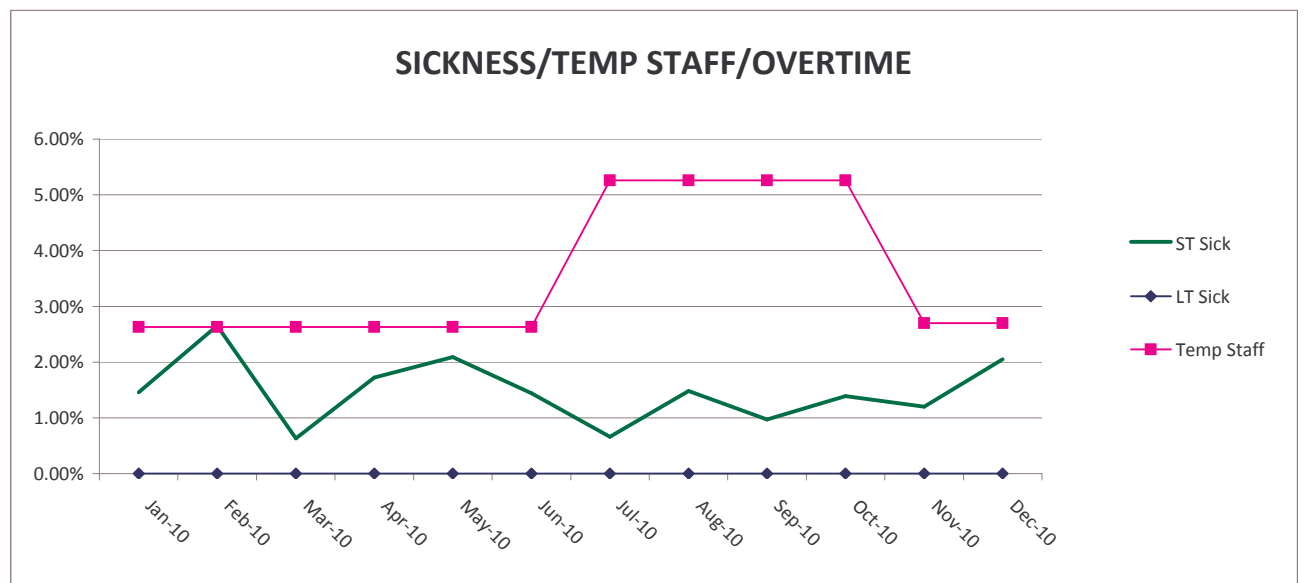
**1 APPENDIX 3B to Budget Monitoring Report at at 31st October 2010: selected items in GRAPH format**



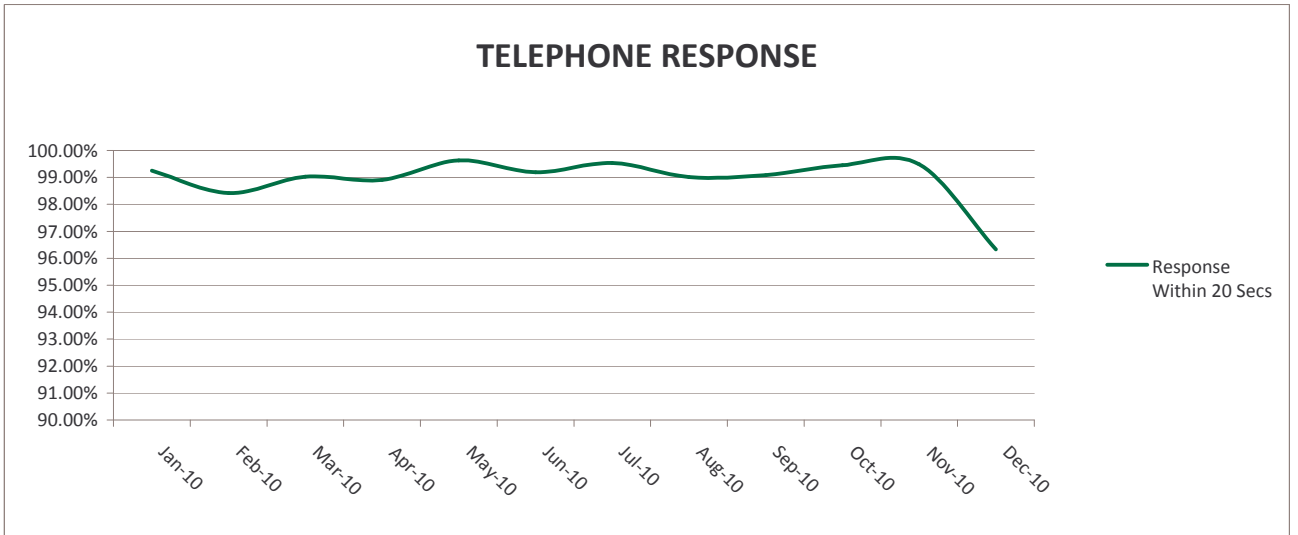
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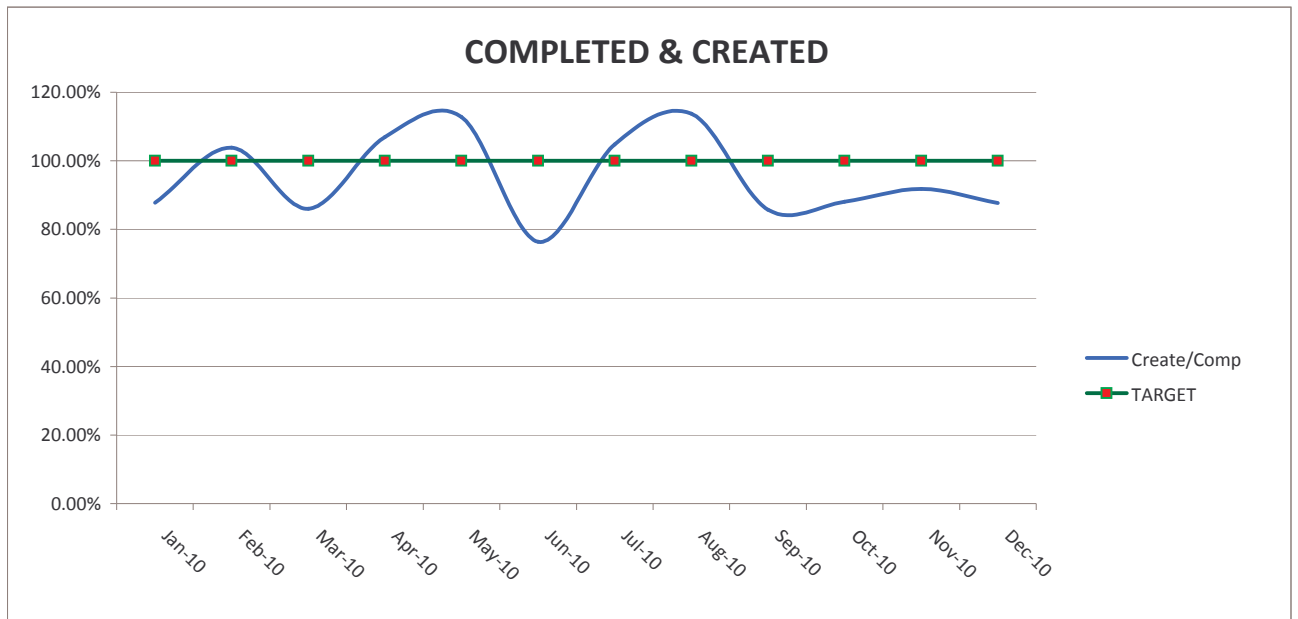
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