

PENSIONS SECTION ADMINISTRATION

APPENDIX 3A to Budget Monitoring Report at 30th April 2011

Key Performance Indicators

INDICATOR	Green Red Amber	Reporting Dept	2010/11 Actual	Target for 2011/12	Actual - 3 months to 30/04/2011	Comment
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A Customer Perspective

1a	General Satisfaction with Service - clinic feedback	G	Admin	97%	95%	100%	3 clinics held during period.	Graph 1
1b	General Satisfaction with Service - retirees feedback	G	Admin	95%	95%	99%	Generally good from response from retirees	
2	Percentage Compliance with Charter Mark criteria	G	Admin	90%	95%	97%	Quality and in particular confidentiality of venue was the least well-scored. Concentrating on this for future See separate appendix	
3	Level of Equalities Standard for Local Government	G	Admin	100%	100%	100%	Chartermark Accreditation obtained as part of B&NES Finance in 2008 - re-assessment is due in 2011	
4a	Service Standards - Processing tasks within internal targets (SLA)							
	Deaths [12 days]	G	Admin	76%	90%	91.67%	11 of 12 tasks were completed within target.	
	Retirements [15 days]	G	Admin	82%	90%	91.04%	307 of 337 tasks were completed within target.	
	Leavers (Deferreds) [20 days]	A	Admin	62%	75%	72.92%	641 of 879 tasks were completed within target.	
	Refunds [5 days]	G	Admin	85%	75%	77.78%	35 of 45 tasks were completed within target.	
	Transfer Ins [20 days]	G	Admin	64%	75%	75.00%	96 of 178 tasks were completed within target.	
	Transfer Outs [15 days]	G	Admin	74%	75%	80.39%	82 of 102 tasks were completed within target.	
	Estimates [10 days]	G	Admin	94%	90%	95.41%	1163 of 1219 tasks were completed within target.	
4b	Service Standards Processing tasks within statutory limits	G	Admin	100%	100%	100%		
5	Number of complaints	G	Admin	2	0	0	No complaints received in the period	
6	Pensions paid on time	G	Admin	100%	100%	100%	All paid on time	
7	Statutory Returns sent in on time (SF3/CIPFA)	G	Admin	on time	n/a	n/a	due next quarter	
8	Number of hits per period on APF website	G	Admin	49256	36000p/a 3000p/q	15537	5191 per calendar month for reporting period	Graph 2
9	Advising members of Reg Changes within 3 months of implementation	G	Admin	100%	100%	100%		
10	Issue of Newsletter (Active & Pensioners)	G	Admin	100%	100%	100%		
11	Annual Benefit Statements distributed by year end	G	Admin	70%	100%	99%		

B People Perspective

1	Health & Safety Compliance		G	All	100%	100%	100%			
2	% of staff with Investor in People Award (IIP)		G	All	0%	100%	100%	n/a - reawarded in Summer 2010		
3	% of new staff leaving within 3 months of joining		G	All	0%	4%	0%			
4	% of staff with up to date Performance Reviews		G	All	97%	100%	n/a	None due in this period		
5	% Sickness Absence	a) Short Term	b) Long Term	G	All	2.50%	a) 3% b) 3%	a) 2.49% b) 0%	Ahead of APF target and well ahead of corporate target of 5%	Chart 3
6	% of staff with an up to date training plan		G	All	100%	100%	100%	Staff training requirements for all staff identified from Staff meeting in 2010 new form set up to use at 1 - 1 meetings to supplement Performance Review assessment. Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.		

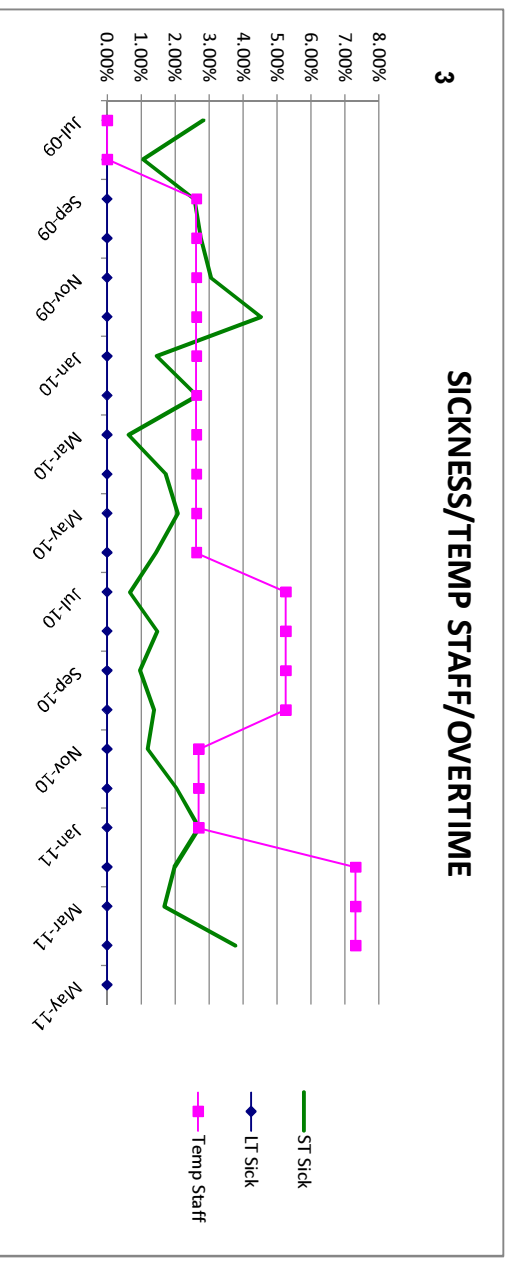
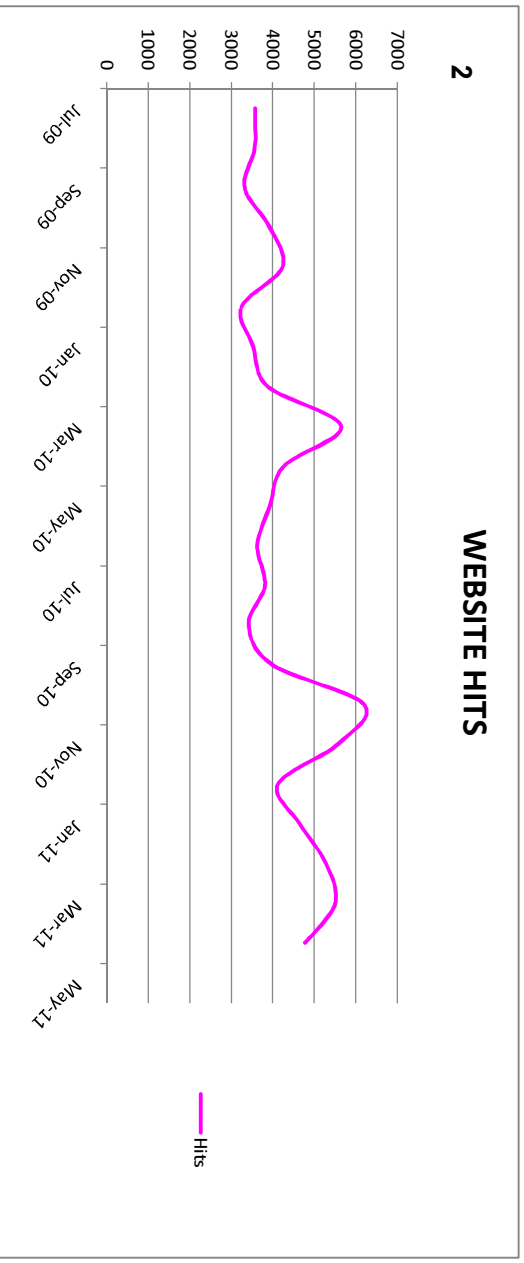
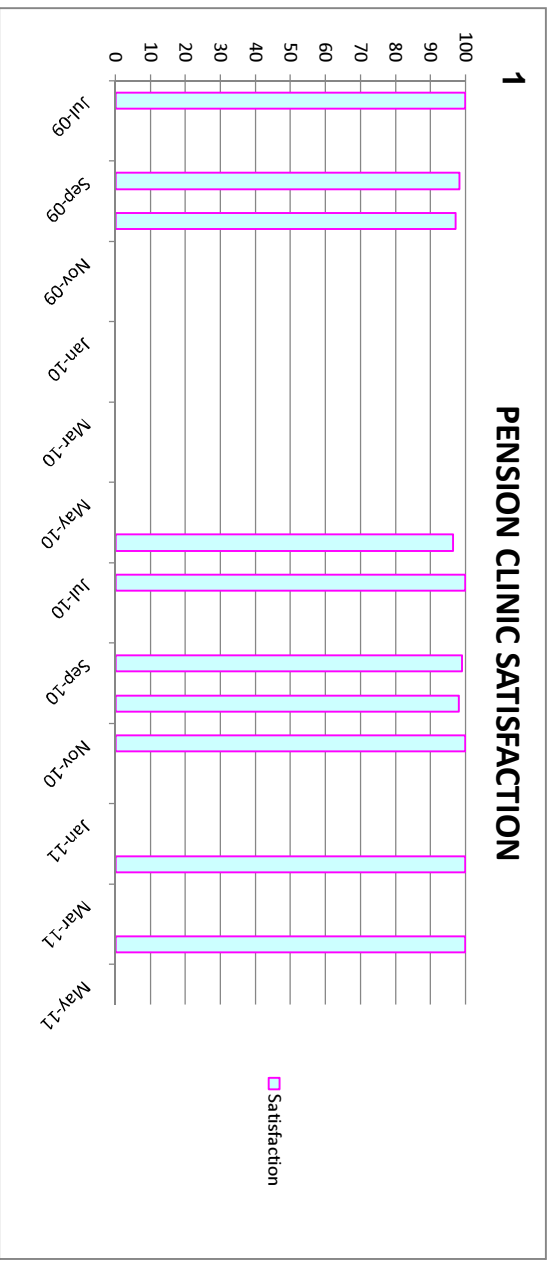
C Process Perspective

1	a) 5 Services actually delivered & b) electronically & services capable of delivery to members		A	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. Internet Access 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		G	Admin	99%	98%	98%	11474 calls, 11219 answered within 20 seconds	Graph 4
3	% Complaints dealt with within Corporate Standards		G	Admin	100%	100%	100%		
4	Letters answered within corporate standard		G	Admin	95%	95%	100%	Ahead of target	
5	Maintain work in progress/outstanding at below 10%		G	Admin	5.77%	10%	4.59%	3647 Created, 3897 cleared (95.41.% leaving 4.59% of workload outstanding) Ahead of target	Graphs 5 & 7)
6	Collection of Pension Contributions:- a) % Received late b) Total Value of late contributions		G	Accounts	a) 6% b) 0.05%	a) 0% b) 0%	a) 2.5% b) 0.03%	3 out of 106 employers sent their contributions in late. No persistent late-payers. Average delay of late payers 3 days. Employers are reminded regularly 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)		G	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)		G	Admin	2%	3%	2%	Acceptable error level	

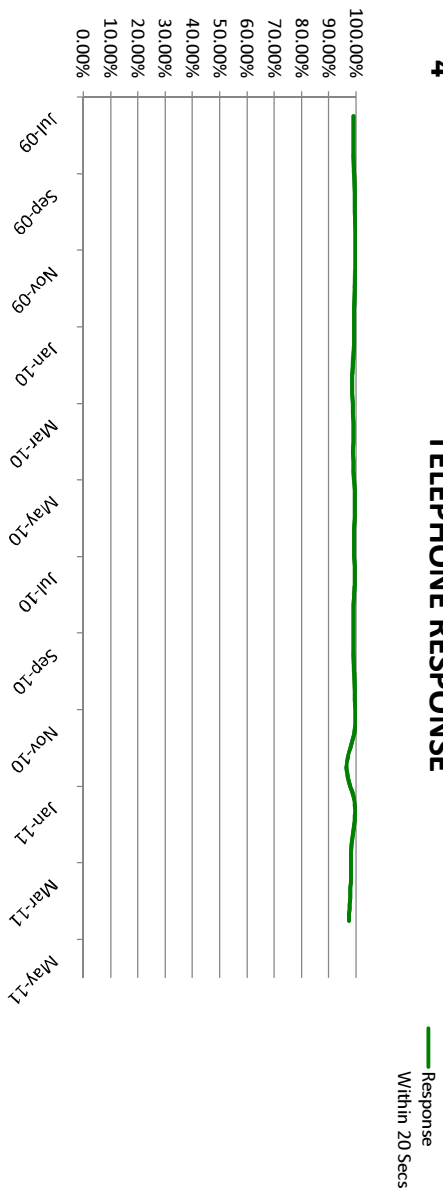
D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms		G	Admin	91%	94%	98.00%	Business Financial Services (inc Pensions) figure is marginally below target	
2	Temp Staff levels (% of workforce)		G	All	0.40%	3%	2.56%	Below target - due temporary admin assistant post from September	
3	% of IT plan achieved against target		R	Supp & Dev	24%	100% (25% p/q)	20%	EDI progressing slow. However, encouraging signs from 2 unitaries who are in talks with their payroll providers to provide standard reports. The new Admin Strategy will be used to encourage employers to provide information electronically as the norm.	

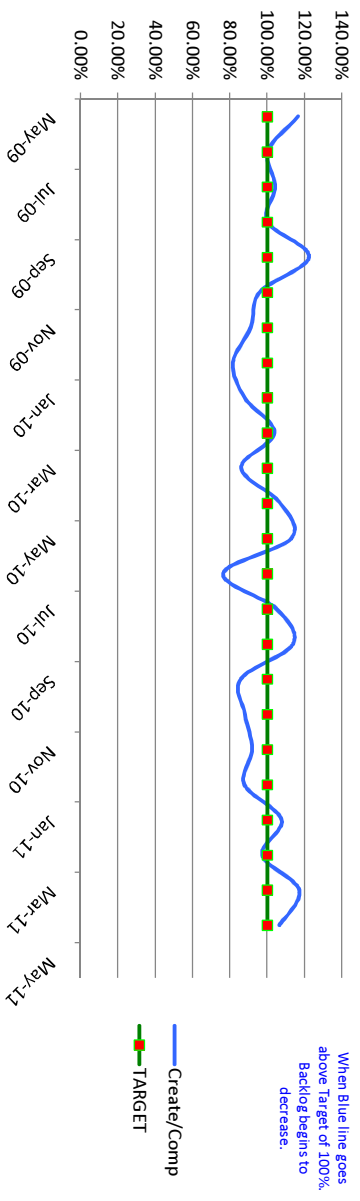
4	% of Training Plan achieved against target	G	Supp & Dev	100%	100%	100%	Staff training requirements for all staff identified from Staff meeting in 2010 new form set up to use at 1 - 1 meetings to supplement Performance Review assessment. Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.
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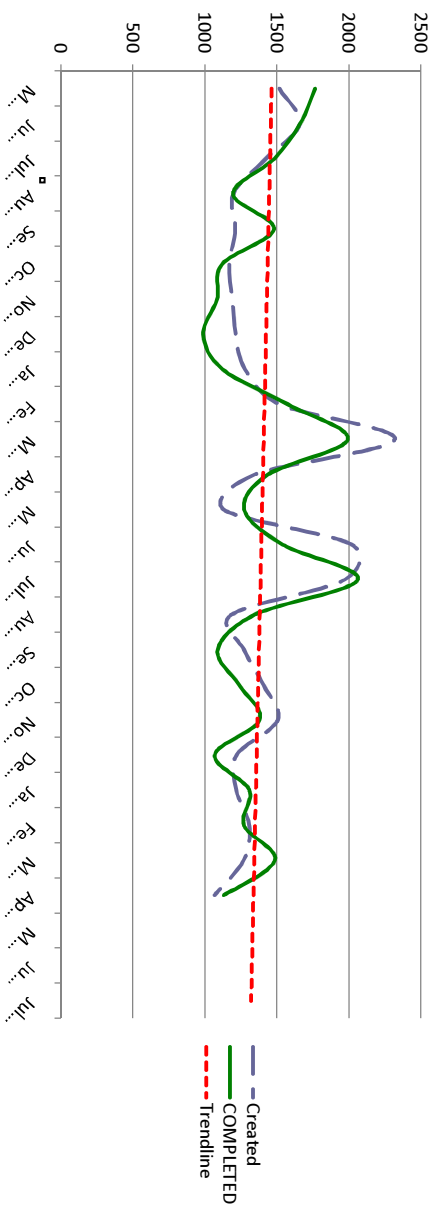
4 TELEPHONE RESPONSE



5 TASKS CREATED & COMPLETED



6 NEW CASES CREATED & COMPLETED



7 OUTSTANDING WORKLOAD

