

PENSIONS SECTION ADMINISTRATION

APPENDIX 3A to Budget Monitoring Report at 31st Oct 2011

Key Performance Indicators

INDICATOR	Green Red Amber	Reporting Dept	2010/11 Actual	Target for 2011/12	Actual - 3 months to 31/10/2011	Comment
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Customer Perspective

General Satisfaction with Service - clinic feedback	G	Admin	97%	95%	98%	3 clinics held during period.	Graph 1
General Satisfaction with Service - retirees feedback	G	Admin	95%	95%	96%	Generally good from response from retirees	
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	
Level of Equalities Standard for Local Government	G		100%	100%	100%	Chartermark Accreditation obtained as part of B&NES Finance in 2008 - re-assessment is due in 2011	
Service Standards - Processing tasks within internal targets (SLA)							
Deaths [12 days]	G	Admin	76%	90%	90.00%	17 of 19 tasks were completed within target.	
Retirements [10 days]	G	Admin	82%	90%	80.00%	389 of 486 tasks were completed within target.	
Leavers (Deferreds) [10 days]	A	Admin	62%	75%	70.00%	352 of 500 tasks were completed within target.	
Refunds [5 days]	G	Admin	85%	75%	77.00%	33 of 43 tasks were completed within target.	
Transfer Ins [25 days]	G	Admin	64%	75%	76.00%	126 of 165 tasks were completed within target.	
Transfer Outs [20 days]	G	Admin	74%	75%	69.00%	61 of 88 tasks were completed within target.	
Estimates [10 days]	G	Admin	94%	90%	88.00%	903 of 1022 tasks were completed within target.	
Service Standards Processing tasks within statutory limits	G	Admin	100%	100%	100%		
Number of complaints	G	Admin	2	0	0	No complaints received in the period	
Pensions paid on time	G	Admin	100%	100%	100%	All paid on time	
Statutory Returns sent in on time (SF3/CIPFA)	G	Admin	on time	100%	100%	due next quarter	
Number of hits per period on APF website	G	Admin	49256	36000p/a 3000p/q	16009	5336 per calendar month for reporting period	Graph 2
Advising members of Reg Changes within 3 months of implementation	G	Admin	100%	100%	n/a	none this quarter	
Issue of Newsletter (Active & Pensioners)	G	Admin	100%	100%	N/A	due next quarter	
Annual Benefit Statements distributed by year end	G	Admin	70%	100%	N/A	due next quarter	

People Perspective

Health & Safety Compliance			G	All	100%	100%	100%		
% of staff with Investor in People Award (IIP)			G	All	0%	100%	100%	n/a - re- awarded in Summer 2010	
% of new staff leaving within 3 months of joining			G	All	0%	4%	0%		
% of staff with up to date Performance Reviews			G	All	97%	100%	n/a	Duelater this year	
% Sickness Absence	a) Short Term	b) Long Term	G	All	2.50%	a) 3% b) 3%	a) 2.33 b) 0%	Ahead of APF target and well ahead of corporate target of 5%	Chart 3
% 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 2011 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.	

Process Perspective

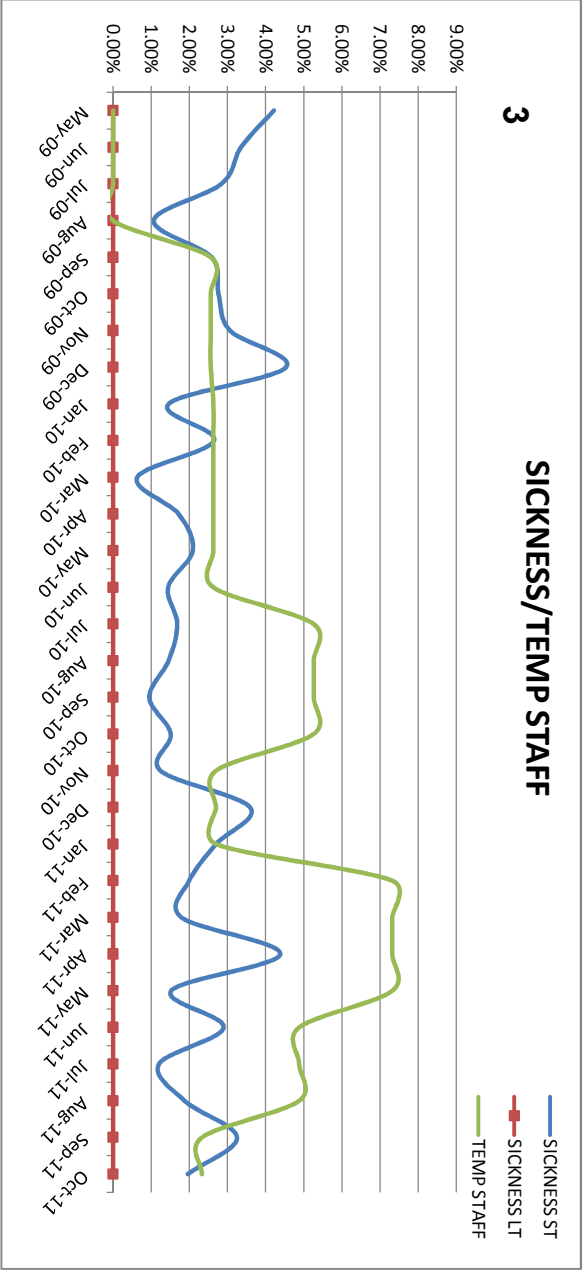
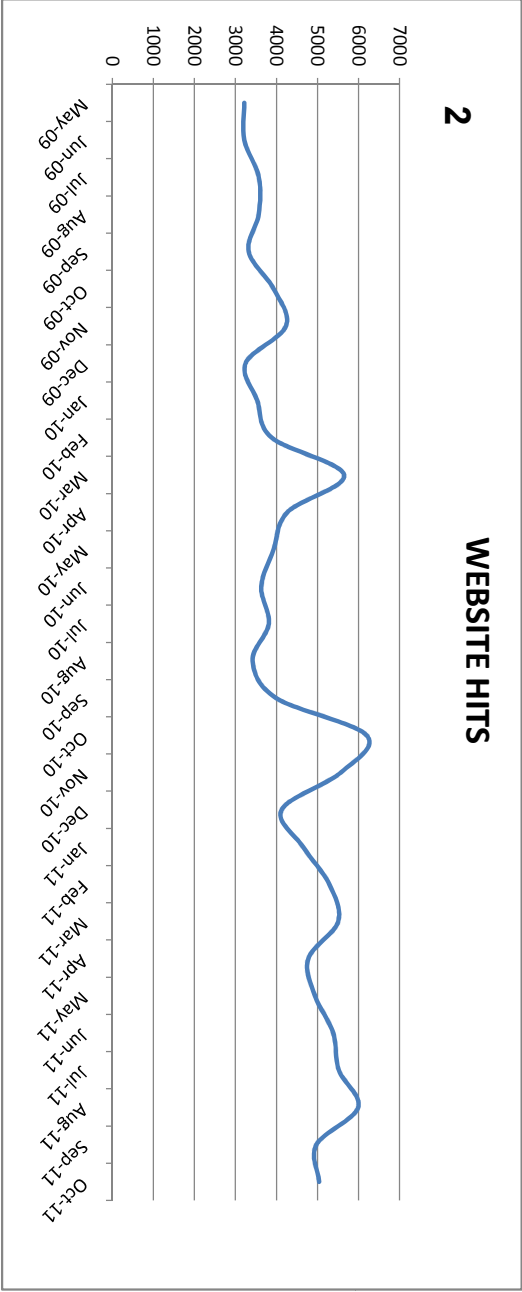
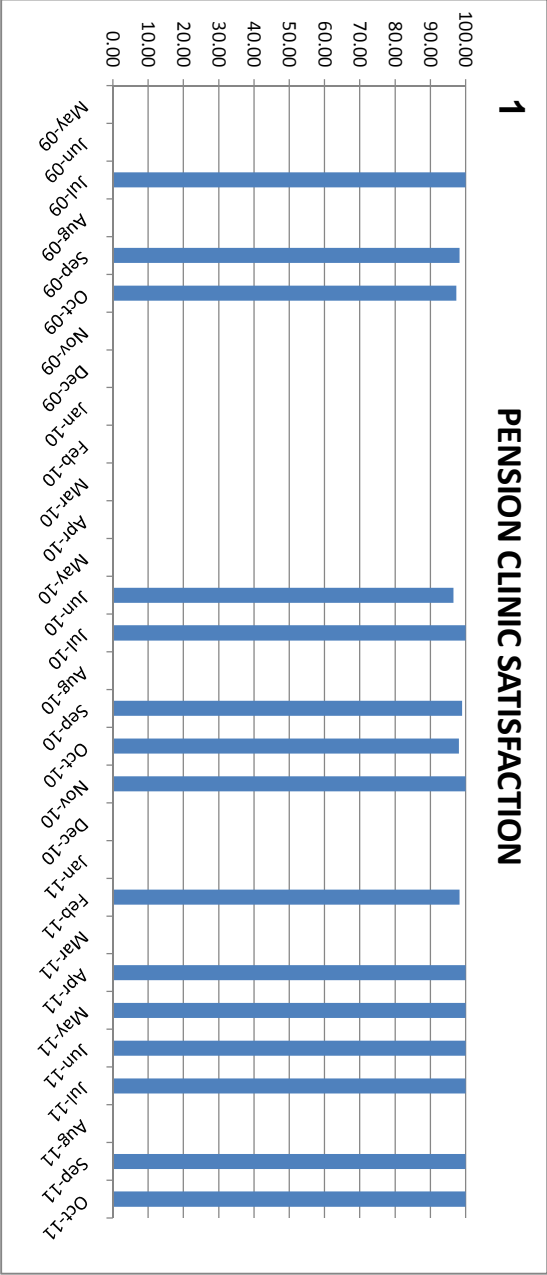
a) Services actually delivered electronically	b) Services <i>capable</i> of delivery to members	A	Admin	a) 0.3% b) 100%	a) 4% b) 100%	a) 0.3% b) 100%	a)0.03% represents the members who agreed receive the Newsletter electronically. Internet Access means that over 2000 members are happy to receive info electronically b) Section able to deliver all targeted services electronically (See Admin Report)	
% Telephone answered within 20 seconds		G	Admin	99%	98%	98.6%	8292 calls, 8179 answered within 20 seconds	Graph 4
% Complaints dealt with within Corporate Standards		G	Admin	100%	100%	100%		
Letters answered within corporate standard		G	Admin	95%	95%	100%	Ahead of target	
Maintain work in progress/outstanding at below 10%		G	Admin	5.77%	10%	9.33%	3399 Created, 3082 cleared (90.67.% leaving 9.33% of workload outstanding) Ahead of target	
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) 4.6% b) 0.11%	6 out of 130 employers sent their contributions in late. No persistent late-payers. 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.	
Year End update procedures (conts & salaries to be received by 31/08/2011)		G	Admin	81%	100%	100%	All Pen Conts and Pen Rems now received	
No. of customer errors (due to incomplete data)		G	Admin	2%	3%	2%	Acceptable error level	

Resource Perspective

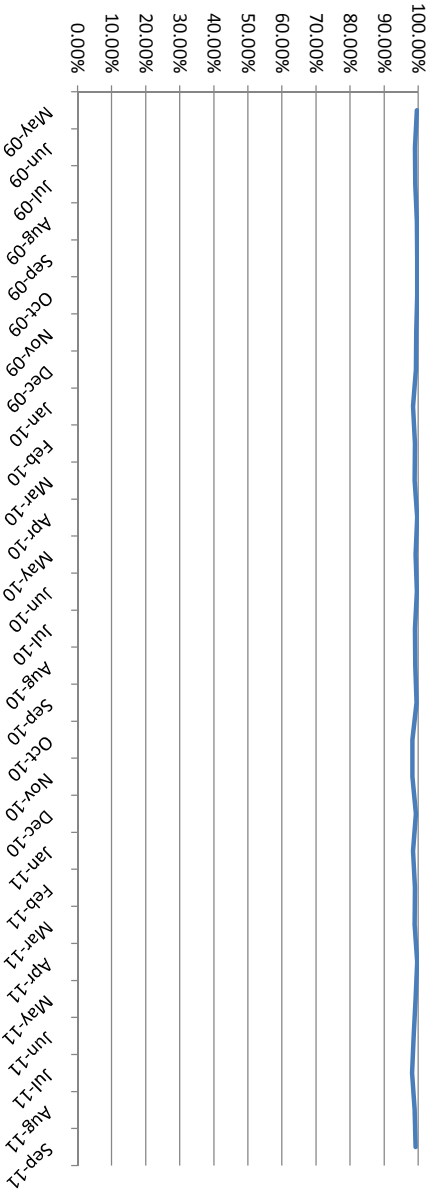
% Supplier Invoices paid within 30 day or mutually agreed terms			G	Admin	91%	94%	98.00%	Business Financial Services (inc Pensions) figure is marginally below target	
Temp Staff levels (% of workforce)			G	All	0.40%	3%	2.33%	Below target	
% of IT plan achieved against target			R	Supp & Dev	24%	100% (25% p/q)	20%	EDI progress has been slow. The new Admin Strategy is being used to encourage employers to provide information electronically as the norm. New Employer Access module twas rolled out in October 2011 at no cost to employers. . In the next Altair release in early 2012 employer swill be able to go on line to key information electronically into the pensions database.	
% 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. A Training Plan for staff is being developed for 2012.	

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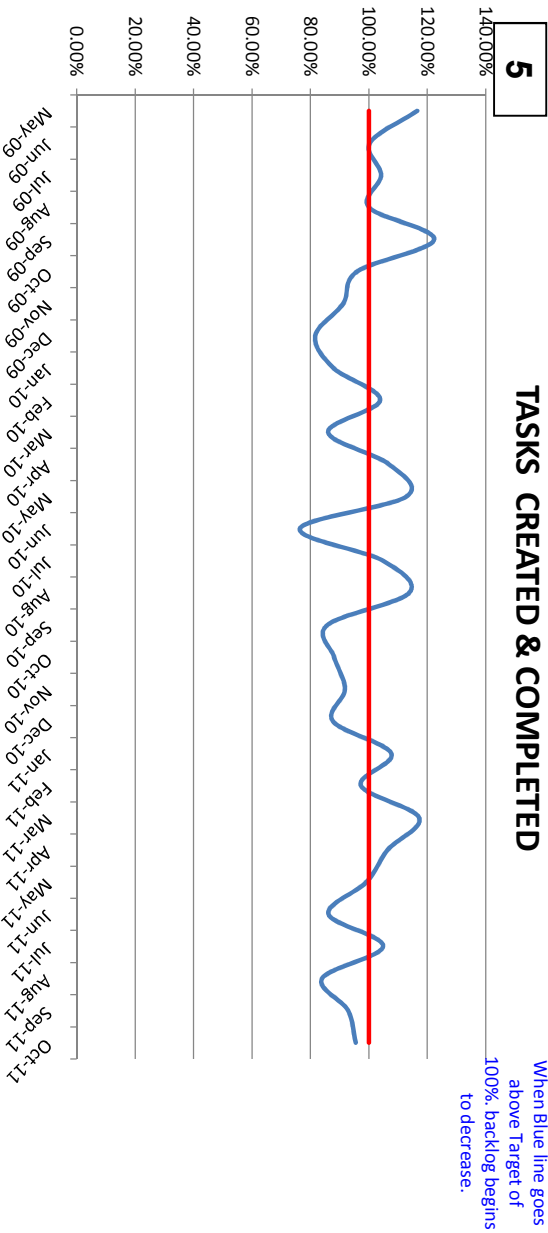
GRAPH FORMAT



4 TELEPHONE RESPONSE Within 20 Secs



5 TASKS CREATED & COMPLETED



6 NEW CASES CREATED & COMPLETED

