

Business Operations – Orbis South Pensions Team

KPIs – June 2016



Pensions

Item and target time	Target	Impact	Jan	Feb	Mar	Apr	May	June	Comments (Where target is Red)
1. Full reconciliation of every suspense account within agreed timescales	100%	L	100%	100%	100%	100%	100%	100%	
2. Calculation of spouses benefits within specification - 5 days	100%	M	64%	88%	100%	56%	92%	91%	Process improvements implemented in May to improve the initial response on notification
3. Deferred benefit notifications within specified timescales -25 days	100%	L	96%	95%	97%	97%	98%	97%	Deferred backlog cleared by March
Transfers/Interfunds IN – 4a. Request values within specified timescales – 10dys	100%	L	96%	92%	96%	91%	96%	94%	
4b. Request payment within specified timescales – 10 days	100%	L	100%	100%	100%	100%	100%	100%	
Transfers/Interfunds Out – 5a. Provide quote within specified timescale - 25 days	100%	L	96%	95%	82%	69%	100%	93%	
5b. Make payment within specified timescale – 25 days	100%	L	100%	100%	63%	100%	100%	n/a	
6. Refunds - within specified timescales -10 days	100%	L	100%	97%	100%	100%	100%	97%	
7a. Written complaints - acknowledged within 2 working days (2 days)	100%	H	1	0	0	0	0	0	
7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	H	0	0	0	0	0	0	
8. Payslips despatched as per specification	100%	H	100%	100%	100%	100%	100%	100%	
9. Payroll accuracy - as specified	100%	H	100%	100%	100%	100%	100%	100%	
10. Payment of lump sums within specification -7days	100%	M	96%	90%	91%	94%	96%	93%	
11. Estimates provided within specified timescales – 7dys	100%	L	74%	89%	83%	80%	85%	79%	Large volume of Fire scheme estimates affecting delivery of LGPF estimates

Commentary

RAG Explanation

Green - 100% achievement

Amber - 90-99%

Red - Under 90%

Initial Audit report received – Partial Assurance met

New team leader appointed in April 2016, bringing improved focus to task management.

Key Volume Processes For June

Changes (addresses, hours, change personal details):

	484
New Employers	0
Nominations	141
Starters :	515

Number Of Pension Records By Status

