

Pensions – June 2015

Critical Performance Monitoring

Item and target time		Target	Impact	Feb	Mar	Apr	May	June	Comments (Where target is Red)
Transfers/ Interfunds IN –	1. Full reconciliation of every suspense account within agreed timescales	100%	L	100%	100%	100%	100%	100%	
	2. Calculation of spouses benefits within specification - 5 days	100%	M	75%	94%	79%	83%	76%	Of a total of 17 cases, 4 missed target, by an average of 3.75 days.
Transfers/ Interfunds Out	3. Deferred benefit notifications within specified timescales -25 days	100%	L	95%	93%	69%	81%	88%	Of a total of 197 cases, 23 missed target by an average of 31 days
	4a. Request values within specified timescales – 10dys	100%	L	100%	94%	95%	97%	94%	
	4b. Request payment within specified timescales – 10 days	100%	L	90%	94%	91%	100%	100%	
	5a. Provide quote within specified timescale - 25 days	100%	L	100%	95%	100%	97%	100%	
	5b. Make payment within specified timescale – 25 days	100%	L	100%	100%	100%	60%	100%	
	6. Refunds - within specified timescales -10 days	100%	L	91%	100%	97%	97%	100%	
	7a. Written complaints - acknowledged within 2 working days (2 days)	100%	H	0	1	1	1	2	
	7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	H	0	0	1	1	1	
	8. Payslips despatched as per specification	100%	H	100%	100%	100%	99.93%	100%	
	9. Payroll accuracy - as specified	100%	H	100%	100%	100%	100%	100%	
	10. Payment of lump sums within specification -7days	100%	M	93%	93%	88%	82%	87%	Of a total of 113 cases, 15 missed target by an average of 6.2 days
	11. Estimates provided within specified timescales	100%	L	82%	76%	47%	73%	79%	Of a total of 165 cases, 35 missed target by an average of 6.7 days

Exception Commentary

Items 2,3,10, 11; Case work has been carried out but delays to checking process continue.

Deferred benefits awaiting action remain virtually static, at 467, with the oldest case now 17 April 2014. Recruitment is underway to replace resigned and maternity positions – 1 FT offer made and accepted and 2 Temps in the pipeline, awaiting finalisation of recruitment process to employ them. 46 days holiday/sick absence recorded for month

RAG Explanation

Green - 100% achievement

Amber - 90-99% Achievement

Red - Under 90% achievement

Key Volume Processes From 1/6/15

Changes (addresses, hours, change personal details):

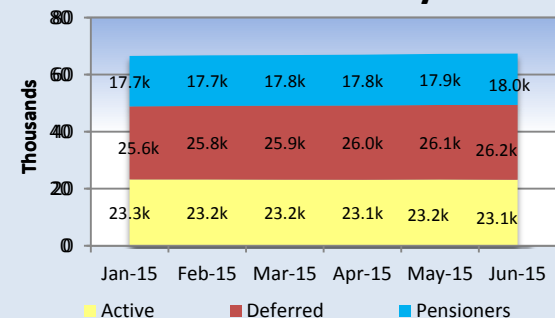
255 (YTD 1278)

New Employers 0 (YTD 0)

Nominations 123 (YTD 366)

Starters : 225 (YTD 889)

Number Of Pension Records By Status



Pensions – July 2015

Critical Performance Monitoring

Item and target time		Target	Impact	Feb	Mar	Apr	May	June	July	Comments (Where target is Red)
Transfers/ Interfunds IN –	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	75%	94%	79%	83%	76%	80%	Of a total of 20 cases, 4 missed target, by an average of 2.5 days.
Transfers/ Interfunds Out	3. Deferred benefit notifications within specified timescales -25 days	100%	L	95%	93%	69%	81%	88%	94%	
	4a. Request values within specified timescales – 10dys	100%	L	100%	94%	95%	97%	94%	94%	
	4b. Request payment within specified timescales – 10 days	100%	L	90%	94%	91%	100%	100%	100%	
	5a. Provide quote within specified timescale - 25 days	100%	L	100%	95%	100%	97%	100%	100%	
	5b. Make payment within specified timescale – 25 days	100%	L	100%	100%	100%	60%	100%	100%	
	6. Refunds - within specified timescales -10 days	100%	L	91%	100%	97%	97%	100%	98%	
	7a. Written complaints - acknowledged within 2 working days (2 days)	100%	H	0	1	1	1	2	0	
	7b. Written complaints - resolved and responded to within 5 working days (10 days for complex queries)	100%	H	0	0	1	1	1	0	
	8. Payslips despatched as per specification	100%	H	100%	100%	100%	99.93%	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	93%	93%	88%	82%	87%	92%	
	11. Estimates provided within specified timescales	100%	L	82%	76%	47%	73%	79%	88%	Of a total of 129 cases, 15 missed target by an average of 3.5 days

Exception Commentary

Improved performance across most measures. Item 6 refers to single case. Workshop held with SCC admin team to compare and align KPI measures for future design. Deferred benefits awaiting action are now at 452, with the oldest case now being 23 April 2014. Additional resource is still being recruited, (1 Perm & 2 Temps awaiting references) . 1 Resignation received, leaving 31 August 2015. Consequently further recruitment is now underway. 55 days holiday/sick absence recorded for month

RAG Explanation

Green - 100% achievement

Amber - 90-99% Achievement

Red - Under 90% achievement

Key Volume Processes From 1/7/15

Changes (addresses, hours, change personal details):

289 (YTD 1,567)

New Employers 1 (YTD 1)

Nominations 146 (YTD 512)

Starters : 389 (YTD 1,278)

Number Of Pension Records By Status

