



part of the pension fund annual report

## Key Performance Indicators

### Summary of results:

#### Corporate Indicators:

An equality action plan is being considered by IMT and features as a deliverable in support of the strategic objectives for 2008-09. Performance in the area of equalities was either the same as the previous year, or improvements have occurred.

Staffing indicators show an increase in days lost to sickness compared with 2006-07 but still within the annual target.

Staff turnover is further examined in the People Management report. The shaping up programme has targeted middle level pension staff where the turnover has been most prominent. It is envisaged that the increase will be reduced during 2008-09 with the introduction of the Senior Pensions Administrator position.

The percentage of invoices paid on-time has dropped significantly during the year. On-going education of budget holders continues to progress with a monthly prompt payers spreadsheet released. IMT also receive details of late payers to enable them to take action

#### Administration Indicators:

In terms of service delivery the results of the annual key performance indicators suggest that LPFA is exceeding set targets in many areas, such as staff/fund member ratio, administration costs per fund member, and the number of cases completed per staff member.




However, the number of cases completed on time has dropped slightly which may be due to the increased number of cases per staff member, or the reasonably high turnover amongst experienced pensions staff.

Customer satisfaction was unable to be measured throughout the year and consideration is being given to outsourcing this service. A number of elapsed time statistics (the time taken to complete a case in the eyes of the customer) have also increased. Despite this complaints overall have reduced.

#### Environmental Indicators:

These will be enhanced for 2008-09 data collection and new indicators have been developed. Performance against published targets has been acceptable, however there was a slight increase in waste disposal.

#### Key

-  Performance on or exceeding annual target
-  Performance within 10% of annual target
-  Performance below 10% of annual target
- # Missing data
- ↔ Indicates an unchanged position on the last quarter
- ↓ ↑ Indicates a worsened position on the last quarter
- ↑ ↓ Indicates an improved position on the last quarter

Key Performance Indicators	achieved				Plan	Commentary	Trend from last year
	2004-05	2005-06	2006-07	2007-08	year 2007-08		
<b>Corporate</b>							
The level of the ESG reached	3	3	3	<b>3</b>	3/4		↔
% of top 5% of earners that are women	33.3%	33.3%	50%	<b>57%</b>	tba	Based on members of Interim Management Team	↑
% of top 5% of earners from black and minority ethnic communities	0%	0%	0%	<b>0%</b>	tba		↔
% of top 5% of earners that have a disability	-	-	-	<b>14%</b>	tba		↑
Number of working days lost to sickness	9.0	8.89	6.19	<b>7.68</b>	8-12	Targets here are expressed as ranges which reflect the best value upper quartile benchmark	↑
Voluntary leavers as a % of staff.	8%	15%	16.10%	<b>14.78%</b>	6-12%		↓
% of employees retiring early	0%	0%	0.8%	<b>0%</b>	0-1%		↓
% of employees retiring on grounds of ill health.	0.8%	0.8%	0%	<b>0%</b>	0-1%		↔
% of invoices which were paid on-time.	74%	91%	95%	<b>82%</b>	95%		↓
% of interactions enabled for electronic delivery	-	75%	75%	<b>75%</b>	75%		↔

Delivering service through electronic means, i.e. telephone and fax, the internet (whether accessed through a PC, digital TV, phone or other device). Electronic access may be direct, or mediated through call centres or front offices in which the operator has access to information electronically and can seek information or complete transactions on behalf of members of the public who prefer to conduct business face to face or by telephone.

### Environmental Indicators:

These are reported at mid-year and year end.

% of paper purchased from fully chlorine free sustainable sources	-	100%	100%	<b>100%</b>	100%	New environmental indicators and targets are being developed for 2008-09.	↔
Printing costs per customer	-	£0.56	£0.47	<b>£0.56</b>	<£0.60		↑
Total annual waste disposal	-	2,276kg	2,354kg	<b>2,420kg</b>	<2,650kg		↑
Waste per member of staff	-	16.64kg	18.25kg	<b>18.76kg</b>	<21kg		↑
Recycle rate of waste	-	95.6%	95.75%	<b>95.87%</b>	>85%		↑

Key Performance Indicators	achieved				plan	Commentary	Trend from last year
	2004-05	2005-06	2006-07	2007-08	year 2007-08		
<b>Administration</b>							
% of Fund members satisfied with overall service	96%	92%	96%	97%*	90-100%	Due to an issue of staff resources, the complaints and praise procedures are to be outsourced.  An agreement has been reached with an external company. By having an independent, objective body to investigate complaints and customer satisfaction we feel that this will provide more consistent results	↑
No. of customer satisfaction forms issued	678	601	242	1,147*	-		
No. of customer satisfaction forms returned	160	131	57	196*	-		
Number of complaints	35	29	27	17	tba		↓
No. of complaints as a % of the workload	0.1%	0.07%	0.07%	0.04%	0.10%		↓
% of complainants satisfied with handling	61%	50%	-	100%+	75%		↑
Number of responses	10	6	0	1	-		
Number of complaints classified as:							
~ IDRP	13	6	6	6	0		↔
~ Pensions Ombudsman.	0	1	0	0	0		↔
Total cost per Fund member		Available to Board Members on request			tba		↓
Administration cost per Fund member					tba		↑
Staff/Fund member ratio.	1:1,787	1:1,906	1:2,250	1:2,136	1:1,770		↓
Overall % of LPFA cases completed on time.	98.9%	99.2%	98.9%	97%	97-100%		↓

\* Figures only available for first 6 months

+ Results are from such a small number of respondents that this figure might not be fully representative.

LPFA Fund	achieved						plan year 2007-08	Commentary	Trend from last year
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### Administration

	2004-05	2005-06	2006-07	2007-08						
Contributors	21,473	21,037	20,782	<b>20,477</b>		-				
Deferred	20,172	20,853	21,254	<b>22,137</b>		-				
Pensioners/depdt's	32,155	32,235	32,690	<b>33,018</b>		-				
Total membership	73,800	74,125	74,726	<b>75,632</b>		-				
	cases	% on time	cases	% on time	cases	% on time	<b>cases</b>	<b>% on time</b>		
Total top 10*	20,690	99	20,770	100	19,147	99	<b>20,977</b>	<b>98</b>	97-99%	↓
Other case types	16,098	98	19,676	99	21,182	98	<b>20,827</b>	<b>96</b>	95-99%	↓
Total case types	36,788	99	40,446	99	40,329	99	<b>41,804</b>	<b>97</b>	97-99%	↓
Staff numbers	41.3	38.9	33.2	<b>35.4</b>		-				
% of total workload	36%	37%	36%	<b>39%</b>		-				
Ave cases per staff	891	1,040	1,215	<b>1,181</b>		-			↓	

\* Top 10 case types include: admissions, transfers in, transfers out, estimates employee, estimates employer, retirement benefits, deferred benefits, refunds, deaths, correspondence.



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