

No	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Previous Score	Date Last Reported	Improvement/Deterioration
1	FUNDING							
	IMPROVE FUNDING LEVEL Funding level to increase from current levels of 72%	100%	PT	72.3%	31/03/13	72.0%	31/12/10	→ 0.30%
2	PENSION ADMINISTRATION							
	DEATH BENEFITS Notify potential beneficiary of lump sum death grant within 5 days	95%	PB	100.00%	3 months to 30 Sep 13	100.00%	3 months to 30 Jun 13	→ 0.00%
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%		98.15%	3 months to 30 Sep 13	96.08%	3 months to 30 Jun 13	↑ 2.07%
	Pay death grant within 5 days of receipt of relevant documentation	90%		100.00%	3 months to 30 Sep 13	100.00%	3 months to 30 Jun 13	→ 0.00%
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		100.00%	3 months to 30 Sep 13	100.00%	3 months to 30 Jun 13	→ 0.00%
	RETIREMENTS Retirement options to members within 10 days	90%	PB	92.66%	3 months to 30 Sep 13	94.19%	3 months to 30 Jun 13	↓ -1.53%
	New retirement benefits processed for payment following receipt of election within 10 days	95%		97.89%	3 months to 30 Sep 13	99.63%	3 months to 30 Jun 13	↓ -1.74%
	BENEFIT STATEMENTS ABS issued to 95% of eligible active members by 30th September	95%	PB	100.00%	3 months to 30 Sep 13	Pending	3 months to 30 Jun 13	
	DBS issued to 85% of eligible deferred members by 30th June	95%		100% issued by 26/09/13	3 months to 30 Sep 13	Pending	3 months to 30 Jun 13	
	NEW JOINERS New starters processed within 20 days	85%	PB	96.39%	3 months to 30 Sep 13	98.85%	3 months to 30 Jun 13	↓ -2.46%
	TRANSFERS IN Non LGPS transfers-in quotations processed within 20 days	85%	PB	99.07%	3 months to 30 Sep 13	100.00%	3 months to 30 Jun 13	↓ -0.93%
	Non LGPS transfers-in payments processed within 20 days	85%		99.07%	3 months to 30 Sep 13	100.00%	3 months to 30 Jun 13	↓ -0.93%
	TRANSFERS OUT Non LGPS transfers-out quotations processed within 20 days	85%	PB	100.00%	3 months to 30 Sep 13	94.29%	3 months to 30 Jun 13	↑ 5.71%
	Non LGPS transfers out payments processed within 20 days	85%		100.00%	3 months to 30 Sep 13	94.29%	3 months to 30 Jun 13	↑ 5.71%
	MATERIAL POSTED ON WEBSITE All relevant Communications Material will be posted onto website within one week of being signed off	95%	PB	Achieved	3 months to 30 Sep 13	Achieved	3 months to 30 Jun 13	
3	CUSTOMER SERVICE							
	EMPLOYER SATISFACTION/SURVEY Overall satisfaction score for employers to be 80%	80%	PT/PB	Data pending	12 months to 31 Mar 14	Data pending	12 months to 31 Mar 13	
	MEMBER SATISFACTION/SURVEY Overall satisfaction score for members to be 80%	80%	PB	● 97%	12 months to 31 Mar 14	Data pending	12 months to 31 Mar 13	
4	INVESTMENT PERFORMANCE							
	INVESTMENT RETURNS/OVERALL FUND PERFORMANCE Returns to at least match the benchmark	Benchmark	PT	BENCHMARK 12.5%	12 months to 30 Sep 13	BENCHMARK 12.7%	12 months to 30 Jun 13	↓ -0.90%
				ACTUAL 15.7%	12 months to 30 Sep 13	ACTUAL 16.8%	12 months to 30 Jun 13	
5	DATA							
	DATA QUALITY Data quality within the Fund should be at least 90% accurate.	90%	PB	● 99%	12 months to 31 Mar 13	Not available	12 months to 31 Mar 12	
6	CONTRIBUTIONS							
	CONTRIBUTIONS RECEIVED Pension Fund 98% (total value) of contributions to be received by 21st day of the ensuing period.	98%	PT	98%	Oct-13	99%	Jul-13	↓ -1.00%
7	AUDIT							
	CLEAN AUDIT REPORT Receive an unqualified audit opinion from the external auditors	Clean Report	PT/PB	Achieved	12 months to 31 Mar 13	Achieved	12 months to 31 Mar 12	
	Annual audit returns no significant findings	No significant findings		Achieved		Achieved		
8	COST							
	COST PER MEMBER Administration cost per member to remain in lowest CIPFA benchmarking quartile	< lowest quartile	PT/PB	Achieved	12 months to 31 Mar 13	Achieved	12 months to 31 Mar 12	

This page is intentionally left blank