

No	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Previous Score	Date Last Reported	Improvement/Deterioration
<b>1</b>	<b>FUNDING</b>							
	<b>IMPROVE FUNDING LEVEL</b> Funding level to increase from current levels of 72%	100%	PT	72.3%	31/03/13	72.0%	31/12/10	→ 0.30%
<b>2</b>	<b>PENSION ADMINISTRATION</b>							
	<b>DEATH BENEFITS</b> Notify potential beneficiary of lump sum death grant within 5 days	95%	PB	100.00%	3 months to 31 Dec 13	100.00%	3 months to 30 Sep 13	→ 0.00%
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%		99.16%	3 months to 31 Dec 13	98.15%	3 months to 30 Sep 13	↑ 1.01%
	Pay death grant within 5 days of receipt of relevant documentation	90%		97.22%	3 months to 31 Dec 13	100.00%	3 months to 30 Sep 13	↓ -2.78%
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		97.22%	3 months to 31 Dec 13	100.00%	3 months to 30 Sep 13	↓ -2.78%
	<b>RETIREMENTS</b> Retirement options to members within 10 days	90%	PB	95.76%	3 months to 31 Dec 13	92.66%	3 months to 30 Sep 13	↑ 3.10%
	New retirement benefits processed for payment following receipt of election within 10 days	95%		99.22%	3 months to 31 Dec 13	97.89%	3 months to 30 Sep 13	↑ 1.33%
	<b>BENEFIT STATEMENTS</b> ABS issued to 95% of eligible active members by 30th September	95%	PB	100.00%	3 months to 31 Dec 13	Pending	3 months to 30 Sep 13	
	DBS issued to 85% of eligible deferred members by 30th June	95%		100% issued by 26/09/13	3 months to 31 Dec 13	Pending	3 months to 30 Sep 13	
	<b>NEW JOINERS</b> New starters processed within 20 days	90% (85%)*	PB	98.02%	3 months to 31 Dec 13	96.39%	3 months to 30 Sep 13	↑ 1.63%
	<b>TRANSFERS IN</b> Non LGPS transfers-in quotations processed within 20 days	90% (85%)*	PB	100.00%	3 months to 31 Dec 13	99.07%	3 months to 30 Sep 13	→ 0.93%
	Non LGPS transfers-in payments processed within 20 days	90% (85%)*		100.00%	3 months to 31 Dec 13	99.07%	3 months to 30 Sep 13	→ 0.93%
	<b>TRANSFERS OUT</b> Non LGPS transfers-out quotations processed within 20 days	90% (85%)*	PB	100.00%	3 months to 31 Dec 13	100.00%	3 months to 30 Sep 13	→ 0.00%
	Non LGPS transfers out payments processed within 20 days	90% (85%)*		100.00%	3 months to 31 Dec 13	100.00%	3 months to 30 Sep 13	→ 0.00%
	<b>MATERIAL POSTED ON WEBSITE</b> Relevant Communications Material will be posted onto website within one week of being signed off	95%	PB	● 100%	3 months to 31 Dec 13	● 100%	3 months to 30 Sep 13	
<b>3</b>	<b>CUSTOMER SERVICE</b>							
	<b>EMPLOYER SATISFACTION/SURVEY</b> 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	
	<b>MEMBER SATISFACTION/SURVEY</b> Overall satisfaction score for members to be 80%	80%	PB	● 97%	12 months to 31 Mar 14	● 97%	12 months to 31 Mar 13	
<b>4</b>	<b>INVESTMENT PERFORMANCE</b>							
	<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b> Returns to at least match the benchmark	Benchmark	PT	BENCHMARK 12.5%	12 months to 31 Dec 13	BENCHMARK 12.7%	12 months to 30 Sep 13	↓ -0.90%
				ACTUAL 15.7%	12 months to 31 Dec 13	ACTUAL 16.8%	12 months to 30 Sep 13	
<b>5</b>	<b>DATA</b>							
	<b>DATA QUALITY</b> Data quality within the Fund should be at least 90% accurate.	90%	PB	● 99%	12 months to 31 Mar 13	● 99%	12 months to 31 Mar 12	
<b>6</b>	<b>CONTRIBUTIONS</b>							
	<b>CONTRIBUTIONS RECEIVED</b> Pension Fund 98% (total value) of contributions to be received by 21st day of the ensuing period.	98%	PT	98%	Jan-14	98%	Oct-13	→ 0.00%
<b>7</b>	<b>AUDIT</b>							
	<b>CLEAN AUDIT REPORT</b> 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		
<b>8</b>	<b>COST</b>							
	<b>COST PER MEMBER</b> 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	

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