

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 Mar 14	100.00%	3 months to 31 Dec 13	→ 0.00%
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%		94.55%	3 months to 31 Mar 14	99.16%	3 months to 31 Dec 13	↓ -4.61%
	Pay death grant within 5 days of receipt of relevant documentation	90%		100.00%	3 months to 31 Mar 14	97.22%	3 months to 31 Dec 13	↑ 2.78%
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		100.00%	3 months to 31 Mar 14	97.22%	3 months to 31 Dec 13	↑ 2.78%
	<b>RETIREMENTS</b> Retirement options to members within 10 days	90%	PB	95.93%	3 months to 31 Mar 14	95.76%	3 months to 31 Dec 13	↑ 0.17%
	New retirement benefits processed for payment following receipt of election within 10 days	95%		97.67%	3 months to 31 Mar 14	99.22%	3 months to 31 Dec 13	↓ -1.55%
	<b>BENEFIT STATEMENTS</b> ABS issued to 95% of eligible active members by 30th September	95%	PB	100.00%	3 months to 31 Mar 14	100.00%	3 months to 31 Dec 13	
	DBS issued to 85% of eligible deferred members by 30th June	95%		100% issued by 26/09/13	3 months to 31 Mar 14	100% issued by 26/09/13	3 months to 31 Dec 13	
	<b>NEW JOINERS</b> New starters processed within 20 days	90%	PB	98.36%	3 months to 31 Mar 14	98.02%	3 months to 31 Dec 13	→ 0.34%
	<b>TRANSFERS IN</b> Non LGPS transfers-in quotations processed within 20 days	90%	PB	98.77%	3 months to 31 Mar 14	100.00%	3 months to 31 Dec 13	↓ -1.23%
	Non LGPS transfers-in payments processed within 20 days	90%		98.77%	3 months to 31 Mar 14	100.00%	3 months to 31 Dec 13	↓ -1.23%
	<b>TRANSFERS OUT</b> Non LGPS transfers-out quotations processed within 20 days	90%	PB	100.00%	3 months to 31 Mar 14	100.00%	3 months to 31 Dec 13	→ 0.00%
	Non LGPS transfers out payments processed within 20 days	90%		100.00%	3 months to 31 Mar 14	100.00%	3 months to 31 Dec 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 Mar 14	● 100%	3 months to 31 Dec 13	
<b>3</b>	<b>CUSTOMER SERVICE</b>							
	<b>EMPLOYER SATISFACTION/SURVEY</b> Overall satisfaction score for employers to be 80%	80%	PT/PB	● 92%	At Feb 14	n/a	n/a	
	<b>MEMBER SATISFACTION/SURVEY</b> Overall satisfaction score for members to be 80%	80%	PB	● 95%	3 months to 31 Mar 14	● 92%	3 months to 31 Dec 13	
<b>4</b>	<b>INVESTMENT PERFORMANCE</b>							
	<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b> Returns to at least match the benchmark	Benchmark	PT	<b>BENCHMARK</b> 7.1%	12 months to 31 Mar 14	<b>BENCHMARK</b> 12.5%	12 months to 31 Dec 13	
				<b>ACTUAL</b> 8.6%	12 months to 31 Mar 14	<b>ACTUAL</b> 15.7%	12 months to 31 Dec 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 14	● 99%	12 months to 31 Mar 13	
<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%	Mar-14	98%	Dec-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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