

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	79.8%	30/06/14	78.8%	31/03/14	↑ 1.00%
2	PENSION ADMINISTRATION							
	DEATH BENEFITS Notify potential beneficiary of lump sum death grant within 5 days Write to dependant and provide relevant claim form within 5 days of notification of death Pay death grant within 5 days of receipt of relevant documentation Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	95% 90% 90% 90%	PB	100.0% 91.5% 90.0% 90.0%	3 months to 30 June 14 3 months to 30 June 14 3 months to 30 June 14 3 months to 30 June 14	100.0% 94.6% 100.0% 100.0%	3 months to 31 Mar 14 3 months to 31 Mar 14 3 months to 31 Mar 14 3 months to 31 Mar 14	→ 0.00% ↓ -3.05% ↓ -10.00% ↓ -10.00%
	RETIREMENTS Retirement options to members within 10 days New retirement benefits processed for payment following receipt of election within 10 days	90% 95%	PB	83.7% 95.7%	3 months to 30 June 14 3 months to 30 June 14	95.8% 99.2%	3 months to 31 Dec 13 3 months to 31 Dec 13	↓ -12.10% ↓ -3.49%
	BENEFIT STATEMENTS ABS issued to 95% of eligible active members by 30th September DBS issued to 85% of eligible deferred members by 30th June	95% 95%	PB	100.0% 100% issued by 26/09/13	3 months to 30 June 14 3 months to 30 June 14	100.0% 100% issued by 26/09/13	3 months to 31 Mar 14 3 months to 31 Mar 14	
	NEW JOINERS New starters processed within 20 days	90%	PB	98.8%	3 months to 30 June 14	98.4%	3 months to 31 Mar 14	→ 0.41%
	TRANSFERS IN Non LGPS transfers-in quotations processed within 20 days Non LGPS transfers-in payments processed within 20 days	90% 90%	PB	100.0% 100.0%	3 months to 30 June 14 3 months to 30 June 14	98.8% 98.8%	3 months to 31 Mar 14 3 months to 31 Mar 14	↑ 1.23% ↑ 1.23%
	TRANSFERS OUT Non LGPS transfers-out quotations processed within 20 days Non LGPS transfers out payments processed within 20 days	90% 90%	PB	100.0% 100.0%	3 months to 30 June 14 3 months to 30 June 14	100.0% 100.0%	3 months to 31 Mar 14 3 months to 31 Mar 14	→ 0.00% → 0.00%
	MATERIAL POSTED ON WEBSITE Relevant Communications Material will be posted onto website within one week of being signed off	95%	PB	● 100%	3 months to 30 June 14	● 100%	3 months to 31 Mar 14	
3	CUSTOMER SERVICE							
	EMPLOYER SATISFACTION/SURVEY Overall satisfaction score for employers to be 80%	80%	PT/PB	Not available	At May 14	● 92%	At Feb 14	
	MEMBER SATISFACTION/SURVEY Overall satisfaction score for members to be 80%	80%	PB	Not available	3 months to 30 June 14	● 95%	3 months to 31 Mar 14	
4	INVESTMENT PERFORMANCE							
	INVESTMENT RETURNS/OVERALL FUND PERFORMANCE Returns to at least match the benchmark	Benchmark	PT	BENCHMARK 11.3% ACTUAL 10.6%	12 months to 30 June 14 12 months to 30 June 14	BENCHMARK 7.1% ACTUAL 8.6%	12 months to 31 Mar 14 12 months to 31 Mar 14	
5	DATA							
	DATA QUALITY 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	
6	CONTRIBUTIONS							
	CONTRIBUTIONS RECEIVED Pension Fund 98% (total value) of contributions to be received by 21st day of the ensuing period.	98%	PT	98%	Jun-14	98%	Mar-14	→ 0.00%
7	AUDIT							
	CLEAN AUDIT REPORT Receive an unqualified audit opinion from the external auditors Annual audit returns no significant findings	Clean Report No significant findings	PT/PB	Achieved Achieved	12 months to 31 Mar 14	Achieved Achieved	12 months to 31 Mar 13	
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 14	Achieved	12 months to 31 Mar 13	

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