

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	73.1%	31/12/14	76.6%	30/09/14	↓ -3.50%
<b>2</b>	<b>PENSION ADMINISTRATION</b>							
	<b>DEATH BENEFITS</b> Notify potential beneficiary of lump sum death grant within 5 days	95%	JB	100.0%	3 months to 31 Dec 14	100.0%	3 months to 30 Sep 14	→ 0.00%
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%		91.2%	3 months to 31 Dec 14	90.4%	3 months to 30 Sep 14	→ 0.81%
	Pay death grant within 5 days of receipt of relevant documentation	90%		92.6%	3 months to 31 Dec 14	100.0%	3 months to 30 Sep 14	↓ -7.41%
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		92.6%	3 months to 31 Dec 14	100.0%	3 months to 30 Sep 14	↓ -7.40%
	<b>RETIREMENTS</b> Retirement options to members within 10 days	90%	JB	76.0%	3 months to 31 Dec 14	82.4%	3 months to 30 Sep 14	↓ -6.40%
	New retirement benefits processed for payment following receipt of election within 10 days	95%		97.0%	3 months to 31 Dec 14	98.1%	3 months to 30 Sep 14	↓ -1.09%
	<b>BENEFIT STATEMENTS</b> ABS issued to 95% of eligible active members by 30th September	95%	JB	Issued Dec 2014	3 months to 31 Dec 14	Not achieved	3 months to 30 Sep 14	
	DBS issued to 85% of eligible deferred members by 30th June	95%		100% issued by 30/06/14	3 months to 31 Dec 14	100% issued by 30/06/14	3 months to 30 Sep 14	
	<b>NEW JOINERS</b> New starters processed within 20 days	90%	JB	96.6%	3 months to 31 Dec 14	98.8%	3 months to 30 Sep 14	↓ -2.17%
	<b>TRANSFERS IN</b> Non LGPS transfers-in quotations processed within 20 days	90%	JB	96.7%	3 months to 31 Dec 14	97.2%	3 months to 30 Sep 14	↓ -0.50%
	Non LGPS transfers-in payments processed within 20 days	90%		100.0%	3 months to 31 Dec 14	100.0%	3 months to 30 Sep 14	→ 0.00%
	<b>TRANSFERS OUT</b> Non LGPS transfers-out quotations processed within 20 days	90%	JB	96.6%	3 months to 31 Dec 14	97.0%	3 months to 30 Sep 14	↓ -0.40%
	Non LGPS transfers out payments processed within 20 days	90%		96.7%	3 months to 31 Dec 14	100.0%	3 months to 30 Sep 14	↓ -3.30%
	<b>MATERIAL POSTED ON WEBSITE</b> Relevant Communications Material will be posted onto website within one week of being signed off	95%	JB/NM	● 100%	3 months to 31 Dec 14	● 100%	3 months to 30 Sep 14	
<b>3</b>	<b>CUSTOMER SERVICE</b>							
	<b>EMPLOYER SATISFACTION/SURVEY</b> Overall satisfaction score for employers to be 80%	80%	PT/JB/NM	Not available - due May 15	At Dec 14	Not available	At Sep 14	
	<b>MEMBER SATISFACTION/SURVEY</b> Overall satisfaction score for members to be 80%	80%	JB	● 83%	3 months to 31 Dec 14	● 85%	3 months to 30 Sep 14	
<b>4</b>	<b>INVESTMENT PERFORMANCE</b>							
	<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b> Returns to at least match the benchmark	Benchmark	PT	BENCHMARK 6.9%	12 months to 31 Dec 14	BENCHMARK 8.2%	12 months to 30 Sep 14	
				ACTUAL 7.9%	12 months to 31 Dec 14	ACTUAL 9.4%	12 months to 30 Sep 14	
<b>5</b>	<b>DATA</b>							
	<b>DATA QUALITY</b> Data quality within the Fund should be at least 90% accurate.	90%	JB	● 99%	12 months to 31 Mar 14	● 99%	12 months to 31 Mar 14	
<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%	Dec-14	98%	Sep-14	→ 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/JB	Achieved	12 months to 31 Mar 14	Achieved	12 months to 31 Mar 13	
	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/JB	Achieved	12 months to 31 Mar 14	Achieved	12 months to 31 Mar 13	

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