

No	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Previous Score	Date Last Reported	Improvement/Deterioration	Comments
1	FUNDING								
	IMPROVE FUNDING LEVEL Funding level to increase from current levels of 72%	100%	PT	75.6%	30/06/15	74.4%	31/03/15	↑ 1.20%	
2	PENSION ADMINISTRATION								
	DEATH BENEFITS Notify potential beneficiary of lump sum death grant within 5 days	95%	JB	100.0%	3 months to 30 Jun 15	100.0%	3 months to 31 Mar 15	→ 0.00%	
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%		90.3%	3 months to 30 Jun 15	90.4%	3 months to 31 Mar 15	↓ -0.11%	
	Pay death grant within 5 days of receipt of relevant documentation	90%		95.0%	3 months to 30 Jun 15	93.8%	3 months to 31 Mar 15	↑ 1.20%	
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		95.0%	3 months to 30 Jun 15	93.8%	3 months to 31 Mar 15	↑ 1.20%	
	RETIREMENTS Retirement options to members within 10 days	90%	JB	68.0%	3 months to 30 Jun 15	70.0%	3 months to 31 Mar 15	↓ -2.00%	Pension Services have recognised some performance issues in this area which are related to increased demand on the service for retirement information from scheme members. This is being addressed both through the introduction of a member self service and a restructuring of the Pension Services team over the next two months. Some of the benefits of the restructure will be increased resource for processing retirement quotations as well as an increased focus on KPI performance across all the funds the Pension Service administers.
	New retirement benefits processed for payment following receipt of election within 10 days	95%		92.0%	3 months to 30 Jun 15	97.8%	3 months to 31 Mar 15	↓ -5.80%	
	BENEFIT STATEMENTS ABS issued to 95% of eligible active members by 30th September	95%	JB	To be issued September	11 months to 31 Aug 15	Not achieved: issued Dec 2014	12 months to 30 Sep 14		
	DBS issued to 85% of eligible deferred members by 30th June	95%		Issued July 2015	12 months to 30 Jun 15	100% issued by 30/06/14	12 months to 30 Jun 14		
	NEW JOINERS New starters processed within 20 days	90%	JB	91.0%	3 months to 30 Jun 15	76.0%	3 months to 31 Mar 15	↑ 15.00%	
	TRANSFERS IN Non LGPS transfers-in quotations processed within 20 days	90%	JB	91.0%	3 months to 30 Jun 15	100.0%	3 months to 31 Mar 15	↓ -9.00%	
	Non LGPS transfers-in payments processed within 20 days	90%		91.5%	3 months to 30 Jun 15	100.0%	3 months to 31 Mar 15	↓ -8.50%	
	TRANSFERS OUT Non LGPS transfers-out quotations processed within 20 days	90%	JB	91.0%	3 months to 30 Jun 15	90.6%	3 months to 31 Mar 15	→ 0.40%	
	Non LGPS transfers out payments processed within 20 days	90%		91.1%	3 months to 30 Jun 15	94.3%	3 months to 31 Mar 15	↓ -3.23%	
	MATERIAL POSTED ON WEBSITE Relevant Communications Material will be posted onto website within one week of being signed off	95%	JB/NM	100%	3 months to 30 Jun 15	100%	3 months to 31 Mar 15		
3	CUSTOMER SERVICE								
	EMPLOYER SATISFACTION/SURVEY Overall satisfaction score for employers to be 80%	80%	JB/NM	82%	At Aug 15	92%	At May 14	↓ -10.00%	19/23 respondents rated service good or higher. 4 rated Fair
	MEMBER SATISFACTION/SURVEY Overall satisfaction score for members to be 80%	80%	JB	89%	At Jun 15	85%	12 months to 30 Sep 14	↑ 4.20%	April to June 2015 retirements
4	INVESTMENT PERFORMANCE								
	INVESTMENT RETURNS/OVERALL FUND PERFORMANCE Returns to at least match the benchmark	Benchmark	PT	BENCHMARK 6.8%	12 months to 31 March 15	BENCHMARK 12.3%	12 months to 31 March 15		
				ACTUAL 8.0%	12 months to 31 March 15	ACTUAL 12.3%	12 months to 31 March 15		
5	DATA								
	DATA QUALITY Common data quality within the Fund should be at least 90% accurate.	90%	JB	99%	12 months to 31 Mar 15	99%	12 months to 31 Mar 14	→ 0.00%	
6	CONTRIBUTIONS								
	CONTRIBUTIONS RECEIVED Pension Fund 98% (total value) of contributions to be received by 21st day of the ensuing period.	98%	PT	97%	Jun-15	99%	Mar-15	↓ -2.00%	Increased staff turnover at a scheduled employer led to the Fund having to issue a reminder
7	AUDIT								

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	CLEAN AUDIT REPORT Receive an unqualified audit opinion from the external auditors	Clean Report	PT/JB		12 months to 31 Mar 15	Achieved	12 months to 31 Mar 14		
	Annual audit returns no significant findings	No significant findings		Internal Audit opinion "effective"		Achieved			
8	COST								
	COST PER MEMBER Administration cost per member to remain in lowest CIPFA benchmarking quartile	< lowest quartile	PT/JB	Awaiting Benchmarking Results - Due Sept 15	12 months to 31 Mar 15	Achieved	12 months to 31 Mar 14		
9	SCHEME MEMBERSHIP								
	SURREY COUNTY COUNCIL Number of SCC members administered by the Pension Service Team		JB	92,389	As of 30 Jun 15	91,760	As of 31 Mar 15	↑ 629	
	TOTAL Total number of members across all LGPS schemes administered by the Pension Service Team		JB	199,972	As of 30 Jun 15	199,673	As of 31 Mar 15	↑ 299	This sum includes all current schemes administered by the Pension Service Team and an estimate for new schemes starting in 2015/16 based on data available.
10	SCHEME MEMBERSHIP								
	SURREY EMPLOYERS Number of active employers in the Surrey Pension Fund		NM	189	As of 30 Jun 15	New category	N/A		