

No	Description	Target	Lead Officer	No of cases	Actual (Score and RAG)	Reporting Period	Previous no of cases	Previous Score	Date Last Reported	Improvement/Deterioration	Comments
<b>1</b>	<b>FUNDING</b>										
	<b>IMPROVE FUNDING LEVEL</b> Funding level to increase from current levels of 72%	100%	PT		70.9%	30/09/15		75.6%	30/06/15	↓ -4.70%	
<b>2</b>	<b>PENSION ADMINISTRATION</b>										
	<b>DEATH BENEFITS</b> Notify potential beneficiary of lump sum death grant within 5 days	95%		4	100.0%	3 months to 30 Sep 15	7	100.0%	3 months to 30 Jun 15	→ 0.00%	
	Write to dependant and provide relevant claim form within 5 days of notification of death	90%	JB	108	75.0%	3 months to 30 Sep 15	103	90.3%	3 months to 30 Jun 15	↓ -15.29%	
	Pay death grant within 5 days of receipt of relevant documentation	90%		35	77.0%	3 months to 30 Sep 15	21	95.0%	3 months to 30 Jun 15	↓ -18.00%	
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	90%		35	77.0%	3 months to 30 Sep 15	21	95.0%	3 months to 30 Jun 15	↓ -18.00%	
	<b>RETIREMENTS</b> Retirement options to members within 10 days	90%		246	63.0%	3 months to 30 Sep 15	176	68.0%	3 months to 30 Jun 15	↓ -5.00%	
	New retirement benefits processed for payment following receipt of election within 10 days	95%	JB	293	93.9%	3 months to 30 Sep 15	281	92.0%	3 months to 30 Jun 15	↑ 1.86%	
	<b>BENEFIT STATEMENTS</b> ABS issued to 95% of eligible active members by 30th September	95%		7024	1st tranche issued Oct 2015	11 months to 31 Aug 15		Not achieved: issued Dec 2014	12 months to 30 Sep 14		Balance to be issued November 2015
	DBS issued to 85% of eligible deferred members by 30th June	95%	JB		Issued July 2015	12 months to 30 Jun 15		100% issued by 30/06/14	12 months to 30 Jun 14		
	<b>NEW JOINERS</b> New starters processed within 20 days	90%	JB	691	93.2%	3 months to 30 Sep 15	680	91.0%	3 months to 30 Jun 15	↑ 2.20%	
	<b>TRANSFERS IN</b> Non LGPS transfers-in quotations processed within 20 days	90%		77	91.0%	3 months to 30 Sep 15	70	91.0%	3 months to 30 Jun 15	→ 0.00%	
	Non LGPS transfers-in payments processed within 20 days	90%	JB	31	97.0%	3 months to 30 Sep 15	47	91.5%	3 months to 30 Jun 15	↑ 5.50%	
	<b>TRANSFERS OUT</b> Non LGPS transfers-out quotations processed within 20 days	90%		126	91.0%	3 months to 30 Sep 15	50	91.0%	3 months to 30 Jun 15	→ 0.00%	
	Non LGPS transfers out payments processed within 20 days	90%	JB	37	92.0%	3 months to 30 Sep 15	58	91.1%	3 months to 30 Jun 15	→ 0.93%	
	<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 30 Sep 15		100%	3 months to 30 Jun 15		
<b>3</b>	<b>CUSTOMER SERVICE</b>										
	<b>EMPLOYER SATISFACTION/SURVEY</b> 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
	<b>MEMBER SATISFACTION/SURVEY</b> 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
<b>4</b>	<b>INVESTMENT PERFORMANCE</b>										
	<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b> Returns to at least match the benchmark	Benchmark	PT		BENCHMARK 2.0%	12 months to 30 Sept 15		BENCHMARK 6.8%	12 months to 30 June 15		
					ACTUAL 2.7%	12 months to 30 Sept 15		ACTUAL 8.0%	12 months to 30 June 15		
<b>5</b>	<b>DATA</b>										
	<b>DATA QUALITY</b> 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%	
<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%	Sep-15		97%	Jun-15	↑ 0.50%	Increased staff turnover at a scheduled employer led to the Fund having to issue a reminder
<b>7</b>	<b>AUDIT</b>										
	<b>CLEAN AUDIT REPORT</b> Receive an unqualified audit opinion from the external auditors	Unqualified			Achieved			Achieved			
	Annual audit returns no significant findings	No significant findings	PT/JB		Administration Internal Audit opinion "effective"	12 months to 31 Mar 15		Achieved	12 months to 31 Mar 14		
<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		Lowest Quartile achieved	12 months to 31 Mar 15		Achieved	12 months to 31 Mar 14		
<b>9</b>	<b>SCHEME MEMBERSHIP</b>										
	<b>SURREY COUNTY COUNCIL</b> Number of SCC members administered by the Pension Service Team		JB		No material change	As of 30 Sep 15		92,389	As of 30 Jun 15		
	<b>TOTAL</b> Total number of members across all LGPS schemes administered by the Pension Service Team		JB		No material change	As of 30 Sep 15		199,972	As of 30 Jun 15		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.
<b>10</b>	<b>SCHEME MEMBERSHIP</b>										
	<b>SURREY EMPLOYERS</b> Number of active employers in the Surrey Pension Fund		NM		194	As of 30 Sep 15		189	As of 30 Jun 15		

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