



One Pensions Team Dashboard + Explanation Pages

Updated 2/8/23

Surrey Pension Team Dashboard

2/8/23

Service Delivery - Updated: 24/7/23

% Within SLA		Target Adherence	
Transfers Paid	77.40% ↓	-2.60%	<i>Below Target</i>
Retirement Paid	86.70% ↓	-3.30%	<i>Below Target</i>
Grants & Survivor Benefit	74.10% ↓	-15.90%	<i>Below Target</i>

	Data Score	Pass Rate Adherence
Scheme Specific	80.42%	Pass ↑ 5.26%
Common	98.10%	Pass ↑ 3.60%

1st Point Fix
86%

Fund Performance - Updated: 1/6/23

Fund Value	Funding Level
£5.26bn	127%
↑ 3.75%	↑ 3.00%
Last Quarter Fund Performance	Rolling 3 Year Fund Performance
↑ 3.39%	↑ 10.36%
<i>Below Benchmark</i>	<i>Above Benchmark</i>
-0.20%	0.42%

People - Updated 30/5/23

Health & Wellbeing	80.30%	-	-	<i>Baseline Data</i>
Diversity	80.08%	-	-	<i>Baseline Data</i>
Development	71.56%	-	-	<i>Baseline Data</i>
Engagement	71.82%	-	-	<i>Baseline Data</i>
Performance	Future Metrics TBD			<i>Baseline Data</i>
Retention	Future Metrics TBD			<i>Baseline Data</i>
Workforce Strategy	Future Metrics TBD			<i>Baseline Data</i>

Audit

Internal Audit Ratings - Updated 12/7/23

Rating	Count	Change
Minimal	1	- 0
Partial	1	- 0
Reasonable	8	- 0
Substantial	1	↑ 1

External Audit
Unmodified ✓

Legacy Reduction - Updated 2/8/23

Accounting & Governance	Service Delivery
Target = 29%	Target = 10%
10%	0%
By 30 Sept 2023	By 31 Oct 2023

Strategy - Updated 30/5/23

Communication	73.73%	-	-	<i>Baseline Data</i>
Systems & Processes	52.12%	-	-	<i>Baseline Data</i>
Culture & Values	77.12%	-	-	<i>Baseline Data</i>
Ready For Tomorrow	66.10%	-	-	<i>Baseline Data</i>
Investment Expertise	74.15%	-	-	<i>Baseline Data</i>
Customer Focus	74.58%	-	-	<i>Baseline Data</i>
Digital Transformation	Future Metrics TBD			<i>Baseline Data</i>
Benchmarking	Future Metrics TBD			<i>Baseline Data</i>
Fit for Purpose	Future Metrics TBD			<i>Baseline Data</i>

Admission Agreements - Updated 1/6/23

Completed	1	↑
Pending	27	↓
Overall Reduction Achieved:	✓	

Contributions - Updated 1/6/23

IN → **£61.2m**

Cash-Flow Positive

✓

OUT ← **£56.4m**

Explanation Pages

Service Delivery

Consists of the percentage of all Actual measures of LGPS & Non-LGPS Transfers In & Out processed within the Service Level Agreement (SLA)

Consists of the percentage of Retirements Complete & Ill health Retirements Complete within the SLA

Consists of Death Grants and Survivor Benefits processed within the SLA

Data accuracy scoring for data including Member Details, Member Benefits, CARE, HMRC, and Contracting Out.

Data scoring for data including member NI Number, Name, Gender, DOB,, Status, Commencement Date, & Address

Update Frequency:
- Monthly: All Other Measures
- Quarterly: 1st Point Fix

Down/Up Arrow = Indicates less or more % completed within SLA than the target % amount.

Percentage completed within SLA

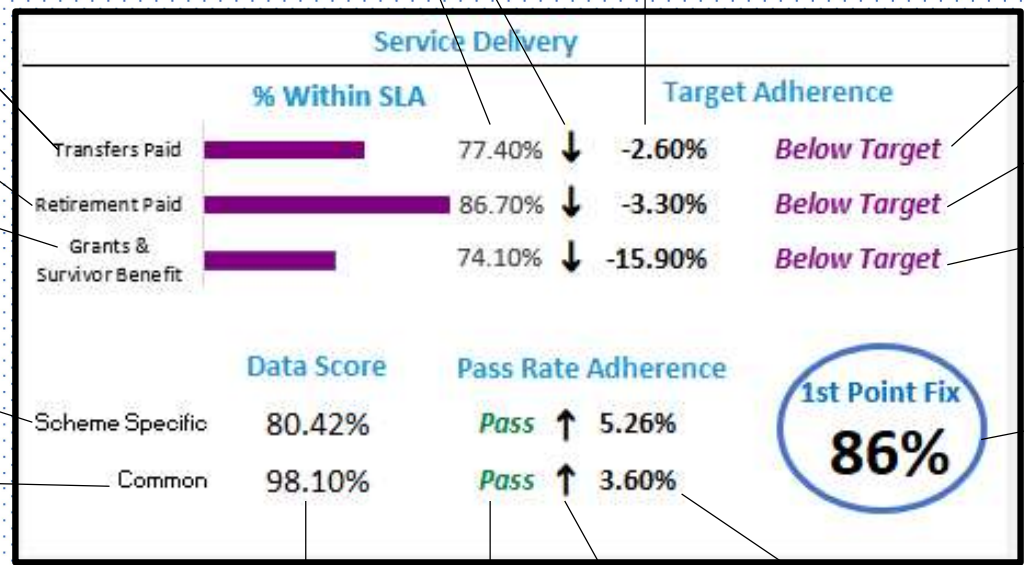
Indicates percentage difference between actual % within SLA versus the Target % completed within SLA

On Target = At or above 80%

On Target = At or above 90%

On Target = At or above 90%

Non-targeted percentage of cases resolved with the first point of contact in the Customer Relationship Team



Data Scores Achieved on report from Heywood Analytics run on our member data. The % of member data that passed the checks made.

Indicates whether the data set exceeded the Pass Rate (Pass) or was below the Pass Rate (Below Target).

Indicates percentage difference between actual % versus the pass rate %

Down/Up Arrow = Indicates less or more % Data Score achieved than the target % amount.

Audit, Admission Agreements & Contributions



Substantial is the highest rating available for internal audit, followed by Reasonable, Partial and then Minimal.

Target is to have ratings fall within the Substantial & Reasonable categories.

The number of internal audit ratings by category

Change from previous update, with the up/down arrows indicating an increase or decrease, and a dash indicating no change.

The number alongside indicates by how many the ratings have changed by.

An external audit is conducted annually. The auditors will produce an opinion that is either Unmodified or Modified.

If an Unmodified opinion is given, a Tick mark is displayed

If a Modified opinion is given, an X mark is displayed.

Admission Agreements facilitate the joining of an Admission Body to the fund, a company performing certain functions for a scheme employer, and as a result of this is eligible to join the pension scheme.

Agreements are required to go through a signing & sealing process, the majority of which requiring wet-ink signatures until recently where an E-Signature & Sealing process was introduced. With the involvement of several parties, this made for a cumbersome exercise and has created a backlog of agreements to process. With the new electronic process, this has sped-up processing times.

Audit			
Internal Audit Ratings		Change	
Minimal	1	-	0
Partial	1	-	0
Reasonable	8	-	0
Substantial	1	↑	1

Admission Agreements		Contributions	
Completed	1	IN	£61.2m
Pending	27	Cash-Flow Positive	
Overall Reduction Achieved: ✓		OUT	£56.4m

Contributions In = Receipts from members paying into the pension fund

This will display as "Cash-Flow Positive" if contributions in exceed contributions out, which puts the fund in a healthy position to meet its obligations, hence the Tick mark.

If contributions out exceed contributions in, then "Cash-Flow Negative" and an X mark will show.

The goal is to reduce the number of agreements pending processing. The Tick indicates that more agreements were completed in the period, than the number of new agreements added to the pending queue.

The number of Admission Agreements Completed & Pending

Up arrow = Increase; Down arrow = Decrease

Goal is to increase Completed agreements & decrease Pending agreements, to achieve an overall reduction.

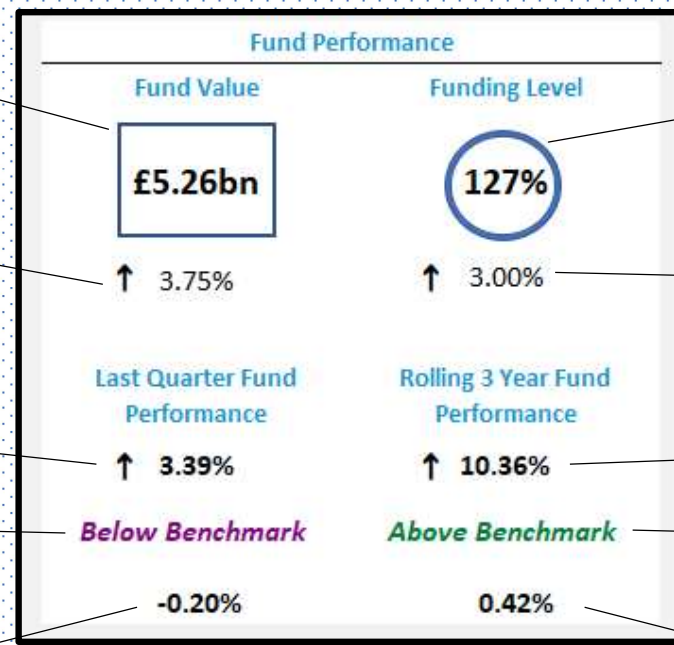
Contributions Out = Money paid to retired members of the pension fund

- Update Frequency:
- Quarterly: Admission Agreements; Contributions
 - Annually: External Audit
 - As received: Internal Audit Ratings



Fund Performance

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Value of the pension fund up to the most recent quarterly update.

Percentage increase of Fund Value by comparison to previous periods figures.
Up / Down arrow indicates increase / decrease

Measure of the previous quarter's fund performance percentage to that of the same quarter in the previous year.
Up / Down arrow indicates increase / decrease

Indicates whether above or below benchmark

Indicates percentage difference between actual performance and the benchmark performance percentage

Compares Fund Value to Funds required to meet obligations (pay members)
100% + = Able to cover obligations

Percentage increase of Funding Level by comparison to previous quarter figures.
Up / Down arrow indicates increase / decrease

Measures a rolling 3-year fund performance percentage rate. Up / Down arrow indicates increase / decrease

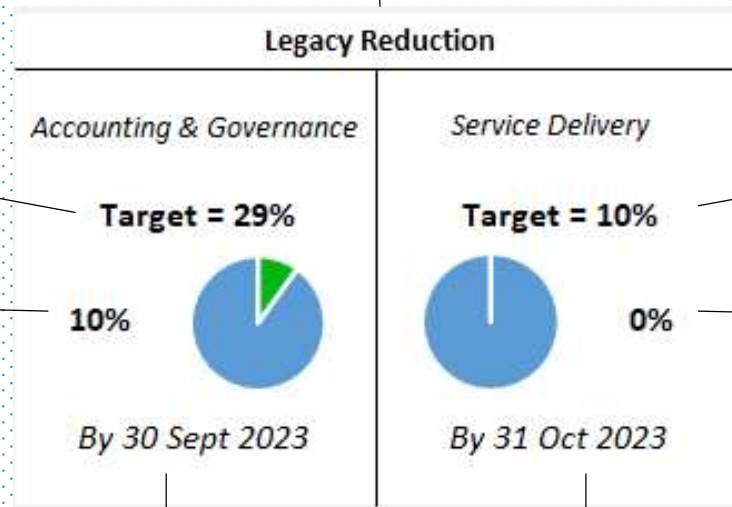
Indicates whether above or below benchmark

Indicates percentage difference between actual performance and the benchmark performance percentage

Update Frequency:
Quarterly: All Measures

Legacy Reduction

Key project defined on Surrey Pension Fund strategic plan to reduce legacy backlog to Business As Usual levels
Both the Accounting & Governance and Service Delivery departments have legacy backlogs to reduce within the scope of this project.



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The target percentage completion by the indicated milestone point

Percentage reduction of legacy cases to date

The target percentage completion by the indicated milestone point

Percentage reduction of legacy cases
Work has commenced, case reduction numbers not yet available.

The milestone point currently being worked towards.

The milestone point currently being worked towards.

Update Frequency:
Monthly: Percentage Progress
Targets updated in line with project plan expectations

People

Weighted percentage average of all questions per metric, based on the following:

Strongly Agree = 100%; Agree= 75%; Neither Agree nor Disagree = 50%; Disagree = 25%; Strongly Disagree = 0%

Yes = 100%; No = 0%

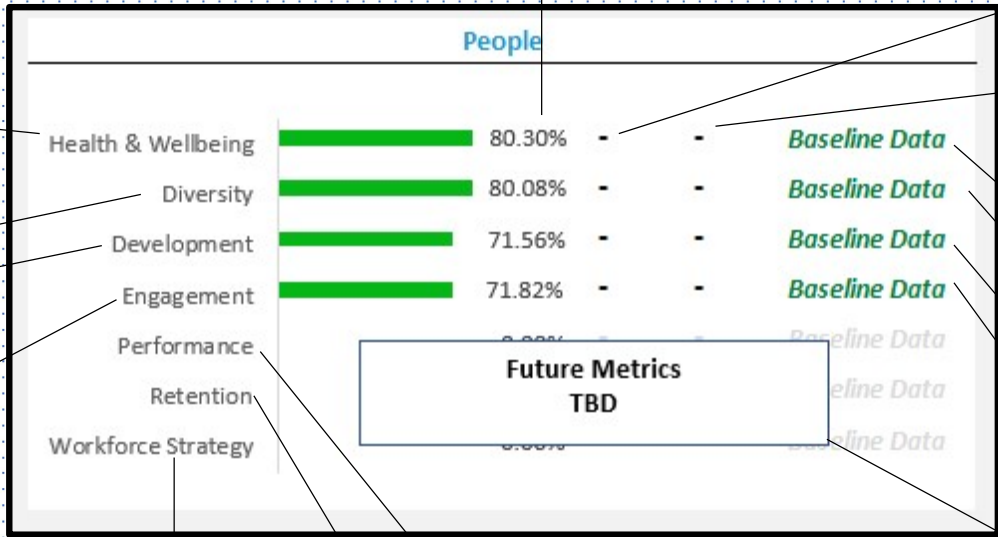
Produce average percentage based on number of responders divided by weighted responses.

Dash = Unchanged
 Up Arrow = Increased %
 Down Arrow = Decreased %

Indicates percentage change since previous periods data

Baseline data currently showing due to only holding one iteration of the data.

Once we have comparative data, this will allow us to determine benchmarks / targets, and then this will display as either Above or Below Benchmark.



Weighted percentage average based on responses to the following questions from the PULSE survey: 32, 34, 35,36 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 37, 38, 39, 40 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 23, 45, 48, 50, 51, 52, 57, 58, 59 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 11, 12, 16, & 31 *

Update Frequency:
 Every 6 Months: All measures

* PULSE Questions listed on Page 6

Measure to be determined - to be linked to workforce strategy plan timeline

To be based on Staff Turnover Rate – Data not yet available

Measure to be determined, on hold until 2024/25

Future Metrics = Performance, Retention & Workforce Strategy

People – PULSE Survey Questions

- 11) To what extent do you agree or disagree with the following statement: I feel proud when I tell others I am part of Surrey Pension Team.
- 12) To what extent do you agree or disagree with the following statement: I would recommend Surrey Pension Team as a great place to work.
- 16) To what extent do you agree or disagree with the following statement: The Surrey Pension Team inspires me to do the best in my job.
- 23) To what extent do you agree or disagree with the following statement: I feel that I am able to have regular, open conversations with my line manager.
- 31) To what extent do you agree or disagree with the following statement: Generally, I feel happy at work nowadays.
- 32) To what extent do you agree or disagree with the following statement: I am able to cope with the demands of my job.
- 34) To what extent do you agree or disagree with the following statement: I believe my manager cares about my wellbeing.
- 35) To what extent do you agree or disagree with the following statement: If I am feeling unwell, I can report my sickness and feel confident that I can go back to work when I feel better.
- 36) To what extent do you agree or disagree with the following statement: I am not subject to unacceptable behaviours.
- 37) To what extent do you agree or disagree with the following statement: I feel able to bring my whole self to the workplace.
- 38) To what extent do you agree or disagree with the following statement: I believe that the Surrey Pension Team is committed to creating a diverse and inclusive environment.
- 39) To what extent do you agree or disagree with the following statement: I feel safe to speak up about anything that concerns me.
- 40) Have you personally experienced discrimination at work in the Surrey Pension Team?
- 45) To what extent do you agree or disagree with the following statement: When I need it, my manager provides coaching to help me achieve my objectives.
- 48) I have had a performance conversation in the last 12 months.
- 50) To what extent do you agree or disagree with the following statement: I am encouraged to be proactive and take responsibility for my own development.
- 51) To what extent do you agree or disagree with the following statement: I have the right skills to do my job effectively
- 52) To what extent do you agree or disagree with the following statement: I am able to access the right training to meet my needs in a timely way.
- 57) I have a robust development plan in place.
- 58) To what extent do you agree or disagree with the following statement: I understand the career pathways available to me.
- 59) To what extent do you agree or disagree with the following statement: I know what skills I need to develop to be effective in my current role and those roles I aspire to.

Strategy

Weighted percentage average based on responses to the following questions from the PULSE survey: 44 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 64 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 25, 26 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 29, 61 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 63 *

Weighted percentage average based on responses to the following questions from the PULSE survey: 62 *

Update Frequency:
Every 6 Months: All Measures

* PULSE Survey Questions on Page 8

Weighted percentage average of all questions per metric, based on the following:

Strongly Agree = 100%; Agree = 75%; Neither Agree nor Disagree = 50%; Disagree = 25%; Strongly Disagree = 0%

Yes = 100%; No = 0%

Produce average percentage based on number of responders divided by weighted responses.

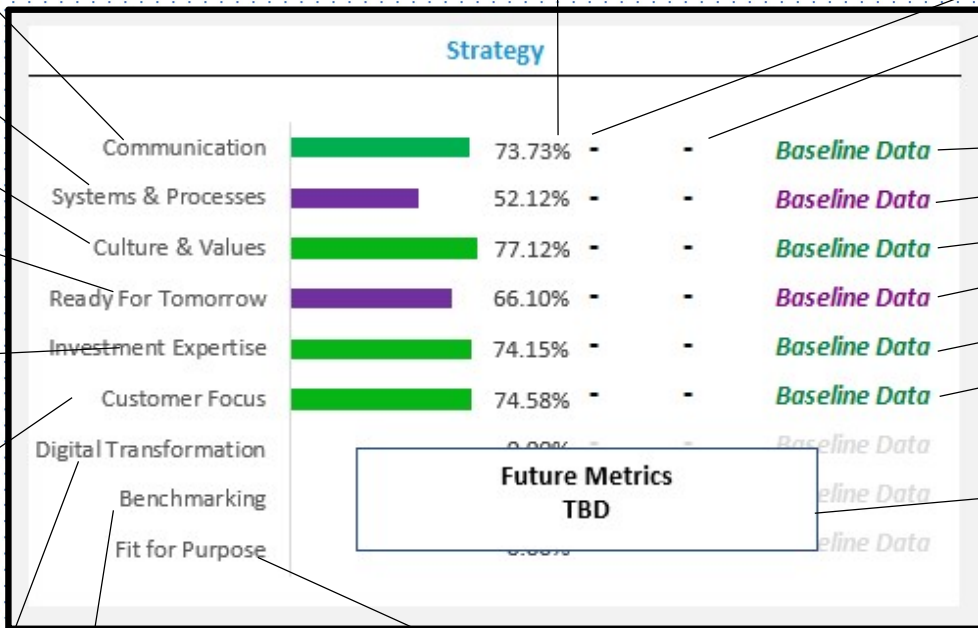
Dash = Unchanged
Up Arrow = Increased %
Down Arrow = Decreased %

Indicates percentage change since previous periods data

Baseline data currently showing due to only holding one iteration of the data.

Once we have comparative data, this will allow us to determine benchmarks / targets, and then this will display as either Above or Below Benchmark.

Future metrics = Digital Transformation, Benchmarking & Fit for Purpose



Measure to be determined

To be linked with Legacy Governance measures - TBD

Measure to be determined

Strategy – PULSE Survey Questions



25) To what extent do you agree or disagree with the following statement: I take responsibility for living and demonstrating the Surrey Pension Team values at work.

26) To what extent do you agree or disagree with the following statement: I see other people in the Surrey Pension Team working to the core values.

29) To what extent do you agree or disagree with the following statement: I actively benchmark Surrey Pension Team against other companies and seek out best practice externally.

44) To what extent do you agree or disagree with the following statement: Thinking about our Team newsletter, Whole of Pensions meetings, email updates, etc. I feel well informed about what is happening in the Surrey Pension Team.

61) To what extent do you agree or disagree with the following statement: I believe that the strategic plan will enable us to be fit for the future.

62) To what extent do you agree or disagree with the following statement: Everything we do is focused on improving outcomes for our customers, whether they are members, employers or internal staff.

63) To what extent do you agree or disagree with the following statement: I am confident that the Surrey Pension Team invests our funds in the best way to ensure a healthy and responsible future for our members.

64) To what extent do you agree or disagree with the following statement: Our systems and processes are streamlined and fit for purpose.

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