

Freq	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Previous Score	Date Last Reported	Improvement/ Deterioration
REFUNDS								
M	Notify member of Refund within 10 days	90%	AR	<div><div></div></div> 76.5%	Apr 18 -Jan 19	<div><div></div></div> 76.2%	Apr 18 - Dec 18	<div><div></div></div> 0.3%
	Refund payments processed within 5 days	90%		<div><div></div></div> 97.8%	Apr 18 -Jan 19	<div><div></div></div> 98.0%	Apr 18 - Dec 18	<div><div></div></div> -0.2%
RETIREMENTS								
M	Retirement options to members within 15 days	90%	AR	<div><div></div></div> 61.3%	Apr 18 - Jan 19	<div><div></div></div> 60.4%	Apr 18 - Dec 18	<div><div></div></div> 0.8%
	Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.	90%		<div><div></div></div> 99.1%		<div><div></div></div> 99.1%		<div><div></div></div> 0.0%
	New retirement benefits processed for payment following receipt of election within 5 days	90%		<div><div></div></div> 90.9%		<div><div></div></div> 90.2%		<div><div></div></div> 0.7%
DEFERRED RETIREMENTS								
M	Retirement options to members within 30 days	90%	AR	<div><div></div></div> 54.3%	Apr 18 - Jan 19	<div><div></div></div> 59.4%	Apr 18 - Dec 18	<div><div></div></div> -5.1%
	Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.	90%		<div><div></div></div> 96.8%		<div><div></div></div> 96.7%		<div><div></div></div> 0.1%
	New retirement benefits processed for payment following receipt of election within 5 days	90%		<div><div></div></div> 93.8%		<div><div></div></div> 93.3%		<div><div></div></div> 0.5%
TRANSFERS IN								
M	Transfer in quotations processed within 10 days of receiving all the required information	90%	AR	<div><div></div></div> 97.0%	Apr 18 - Jan 19	<div><div></div></div> 96.8%	Apr 18 - Dec 18	<div><div></div></div> 0.2%
	Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		<div><div></div></div> 96.5%		<div><div></div></div> 96.4%		<div><div></div></div> 0.1%
TRANSFERS OUT								
M	Transfer out quotations processed within 20 days	90%	AR	<div><div></div></div> 96.3%	Apr 18 - Jan 19	<div><div></div></div> 97.2%	Apr 18 - Dec 18	<div><div></div></div> -0.9%
	Transfer out payments processed within 10 days	90%		<div><div></div></div> 92.0%		<div><div></div></div> 91.8%		<div><div></div></div> 0.1%
DEATHS								
M	Acknowledgement of a death within 5 days of receiving the notification.	90%	AR	<div><div></div></div> 97.9%	Apr 18 - Jan 19	<div><div></div></div> 97.8%	Apr 18 - Dec 18	<div><div></div></div> 0.1%
	Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		<div><div></div></div> 92.7%		<div><div></div></div> 92.3%		<div><div></div></div> 0.4%
	Payment of death lump sum will be made within 10 days of receipt of all the required information.	90%		<div><div></div></div> 100.0%		<div><div></div></div> 100.0%		<div><div></div></div> 0.0%
EMPLOYER AND MEMBER SERVICE - CALLS								
M	85% of calls received to the customer helpline to be answered.	85%	ST	<div><div></div></div> 81.1%	Apr 18 - Jan 19	<div><div></div></div> 80.4%	Apr 18 - Dec 18	<div><div></div></div> 0.6%
M	85% of calls received to the employer helpline to be answered.	85%	ST	<div><div></div></div> 92.6%	Apr 18 - Jan 19	<div><div></div></div> 92.2%	Apr 18 - Dec 18	<div><div></div></div> 0.4%
CUSTOMER SATISFACTION/SURVEY								
M	Overall <b>member</b> satisfaction score for members to be 90%.	90%	ST	<div><div></div></div> 100.0%	Apr 18 - Jan 19	<div><div></div></div> 100.0%	Apr 18 - Dec 18	<div><div></div></div> 0.0%
M	Overall <b>employer</b> satisfaction score for employers to be 90%.	90%	ST	<div><div></div></div> 99.0%	Apr 18 - Jan 19	<div><div></div></div> 99.0%	Apr 18 - Dec 18	<div><div></div></div> 0.0%
6 M	Satisfaction rate from feedback of trustee training/pension board events to be 90%.	90%	RH	<div><div></div></div> 100.0%	April 18 - Sept 18	<div><div></div></div> 100.0%	Apr 17 - Mar 18	<div><div></div></div> 0.0%
Q	Web Portal Registrations	Target 65000	ST	<div><div></div></div> 74211	Oct 18 - Dec 18	<div><div></div></div> 69847	Jul 18 - Sep 18	<div><div></div></div> 6.0%
INVESTMENT RETURNS/OVERALL FUND PERFORMANCE								
M	<b>Main Fund</b> - Returns to be 0.5% above the benchmark (3 Yr. Rolling)	+/- 0.5%	JD	BENCHMARK 9.50%	Dec-18	BENCHMARK 13.10%	Sep-18	<div><div></div></div> 0.20%
				ACTUAL 9.20%		ACTUAL 12.60%		
				RELATIVE <div><div></div></div> -0.30%		RELATIVE <div><div></div></div> -0.50%		
M	<b>ITA Fund</b> - Returns to match the benchmark (3 Yr. Rolling)	+ 0	JD	BENCHMARK 7.90%	Dec-18	BENCHMARK 10.00%	Sep-18	<div><div></div></div> -0.41%
				ACTUAL 7.50%		ACTUAL 10.01%		
				RELATIVE <div><div></div></div> -0.40%		RELATIVE <div><div></div></div> 0.01%		
BENEFIT STATEMENTS								
A	ABS produced for 100% of active member records	100%	RH	<div><div></div></div> 83.0%	Jan-19	<div><div></div></div> 68.0%	Dec-18	<div><div></div></div> 15.0%
	DBS produced for 100% of deferred member records	100%		<div><div></div></div> 89.3%	Jan-19	<div><div></div></div> 89.3%	Dec-18	<div><div></div></div> 0.0%
CONTRIBUTIONS RECEIVED								
M	<b>Main Fund</b> - Employers to pay contributions	100%	JD	<div><div></div></div> 91.8%	Dec-18	<div><div></div></div> 95.3%	Dec-18	<div><div></div></div> -3.5%
	<b>ITA Fund</b> - Employers to pay contributions	100%		<div><div></div></div> 92.7%	Dec-18	<div><div></div></div> 93.1%	Dec-18	<div><div></div></div> -0.4%

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EXTERNAL ACCREDITATION								
6 M	The Fund to be shortlisted for 75% of the awards in which it is entered	75%	RH	Applications	April 18 - Jan 19	Applications	Apr 17 - Mar 18	<div>↑</div> 23.1%
				8		13		
				No. Pending		No. Pending		
				2		0		
				0		3		
				1		10		
				Percentage Shortlisted		Percentage Shortlisted		
				<div>●</div> 100%		<div>●</div> 77%		
SICKNESS ABSENCE								
M	Average number of days lost to sickness per FTE member of staff. Sickness absence to be under 6 days per annum per member of staff - cumulative.	6 days	RH	<div>●</div> 6.7	Apr 18 - Jan 19	<div>●</div> 6.9	Apr 18 - Dec 18	<div>↑</div> -0.2
COST PER MEMBER								
Q	Administration and governance cost per member to be managed within budget	£ 26.51	DS	<div>●</div> £25.24	Sep-18	<div>●</div> £25.92	Jun-18	<div>●</div> £0.68
TRAINING HOURS								
Q	Average CPD per Fund employee to be 22 hours or more.	22 Hours	RH	<div>●</div> 37.3	Dec 18 Quarter Oct 18 - Dec 18 (projected)	<div>●</div> 44.0	Sep 18 Quarter Jul 18 - Sep 18 (projected)	<div>↓</div> -6.7
DATA QUALITY								
Q	Common data Main Fund	99%>	RH	<div>●</div> 96.5%	Jan-19	<div>●</div> 96.4%	Dec-18	<div>↑</div> 0.1%
	Common data ITA	99%>		<div>●</div> 98.0%		<div>●</div> 97.9%		<div>↑</div> 0.1%
	Conditional data Main Fund	95%>						<div>→</div> 0.0%
	Conditional data ITA	95%>						<div>→</div> 0.0%
TRUSTEE TRAINING AND PENSIONS BOARD								
M	Amount of training completed to trustees/board members during the year. (average per member)	22 hours	RH	<div>●</div> 34.0	Apr 18 - Jan 19	<div>●</div> 32.0	Apr 18 - Dec 18	<div>↑</div> 2.0
STAFF TURNOVER								
M	Staff turnover to be between 5-10% in a financial year	5% - 10%	All	<div>●</div> 9.6%	Apr 18 - Jan 19	<div>●</div> 9.7%	Apr 18 - Dec 18	<div>→</div> 0.0%
AVAILABILITY OF ONLINE SERVICES								
M	Website and web portal to be available 95% of the time (based on working hours as monitored)	95%	AR	<div>●</div> 98.9%	Apr 18 - Jan 19	<div>●</div> 98.8%	Apr 18 - Dec 18	<div>↑</div> 0.1%
M	Number of occurrences web portal is unavailable	10 per month		<div>●</div> 4.0	Jan-19	<div>●</div> 4.0	Dec-18	<div>→</div> 0.0
QUARTERLY ACCOUNTS								
Q	Days taken to prepare quarterly accounts	30 days	JD	<div>●</div> 30.0 days	Dec-19	<div>●</div> 42.0 days	Sep-18	<div>↑</div> -12.0
IDRP								
A	All IDRP cases completed within 60 days	60 days	AR		Apr 18 - Mar 19	<div>●</div> 64.4 days	Apr 17 - Mar 18	
COMPLAINTS MONITORING								
M	All responses to complaints to be completed within 15 working days of receipt	100%	ST	<div>●</div> 97.2%	Apr 18 - Jan 19	<div>●</div> 97.0%	Apr 18 - Dec 18	<div>↑</div> 0.2%

FREQUENCY KEY	
T	Triennial
A	Annual
Q	Quarterly
6 M	6 Monthly