

Objective Reference	No	Freq	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Reported to:	Previous Score	Date of Previous Score	Improvement/Deterioration	
<b>IMPROVE FUNDING LEVEL</b>												
D	1	A	Funding level to increase from current levels of 70% (Taken from IAS26 Report)	>70%	GD	75.00%	31/03/13	SMT	75.00%	31/03/10	0.00%	
<b>TRANSFERS IN</b>												
C	M	Transfer in quotations processed within 10 days of receiving all the required information		90%	ST	73.75%	Apr 14 - Mar 15	SMT	75.91%	Apr 14 - Feb 15	-2.16%	
		Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment		90%		46.01%			50.19%		-4.18%	
	<b>TRANSFERS OUT</b>											
	M	Transfer out quotations processed within 20 days		90%	ST	49.45%	Apr 14 - Mar 15	SMT	47.74%	Apr 14 - Feb 15	1.71%	
		Transfer out payments processed within 10 days		90%		39.43%			35.22%		4.21%	
	<b>RETIREMENTS</b>											
	M	Retirement options to members within 15 days		90%	ST	35.41%	Apr 14 - Mar 15	SMT	34.06%	Apr 14 - Feb 15	1.35%	
		Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.		90%		93.87%			93.94%		-0.07%	
		New retirement benefits processed for payment following receipt of election within 5 days		90%		89.24%			89.29%		-0.05%	
	<b>DEATHS</b>											
M	Acknowledgement of a death to due within 5 days of receiving the notification.		90%	ST	77.98%	Apr 14 - Mar 15	SMT	76.54%	Apr 14 - Feb 15	1.44%		
	Notification of benefits payable to dependents will be issued within 5 days of receiving the required information		90%		68.13%			66.43%		1.70%		
	Payment of death lump sum will be made within 10 days of receipt of all the required information.		90%		98.29%			98.14%		0.15%		
<b>EMPLOYER SERVICE - EMPLOYER SATISFACTION</b>												
A	3	A	Overall satisfaction score for employers to be 85%	85%	ST	98.40%	2014/2015	ST	98.40%	2013/2014	0.00%	
		<b>EMPLOYER SERVICE - CALLS</b>										
A	A	85% of calls received to the customer and employer helpline to be answered	85%	ST	100.00%	2014/2015	ST	100.00%	2013/2014	0.00%		
<b>MEMBER SERVICE - CUSTOMER SATISFACTION/SURVEY</b>												
C	4	A	Cumulative satisfaction score of 85% by financial year	85%	ST	98.38%	Apr 14 - Mar 15	SMT	unavailable	Apr 14 - Dec 14	N/A	
<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b>												
B	5	M	Returns to be within 2% of the benchmark (3 Yr Rolling)	VARIANCE +/- 2%	GD/MC	BENCHMARK	Mar-15	SMT	BENCHMARK	Jan-15	2.08%	
						11.60%			8.57%			
						ACTUAL			ACTUAL			
15.20%	10.09%											
RELATIVE	RELATIVE											
3.60%	1.52%											
<b>BENEFIT STATEMENTS</b>												
C	6	A	ABS issued to 95% of eligible active members by 31st August 2015	95%	ST	83%	Sep-14	SMT	87%	Sep-13	-4.00%	
			DBS issued to 85% of eligible deferred members by 31st August 2015	85%		89%	May-14	SMT	88%	Jul-13	1.00%	
<b>CONTRIBUTIONS RECEIVED</b>												
A	7	M	Main Fund 98% (total value) of contributions to be received by the due date.	98%	DK	99.18%	Apr 14 - Mar 15	SMT	99.18%	Apr 14 - Feb 15	0.00%	
			Travel Fund 98% (total value) of contributions to be received by the due date.	98%		100.00%	Apr 14 - Mar 15	SMT	100.00%	Apr 14 - Feb 15	0.00%	
<b>CLEAN AUDIT REPORT</b>												
A	8	A	Receive an unqualified audit opinion from the Main Funds external auditors	Clean Report	DK	Yes	Year to 31/03/2014	SMT	Yes	Year to 31/03/2013	0.00	
			Annual audit returns no significant findings	0 significant findings		0			0			
			Receive an unqualified audit opinion from the Travel Funds external auditors	Clean Report		Yes	Year to 31/03/2014		SMT	Yes		Year to 31/03/2013
			Annual audit returns no significant findings	0 significant findings		0				0		
<b>EXTERNAL ACCREDITATION</b>												
A	9	M	The Fund to be shortlisted for all of the awards in which it is entered.	75%	RH	Applications	Apr 14 - Mar 15	SMT		Applications	Apr 14 - Feb 15	8.33%
						16			10			
						No. Pending			No. Pending			
						4			0			
No. Shortlisted	No. Shortlisted											
7	5											
Percentage Shortlisted	Percentage Shortlisted											

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						58%			50%			
<b>SICKNESS ABSENCE</b>												
A	10	Q	Sickness absence to be under 6 days per annum per member of staff.	6 days p.a.	ALL	1.80	Dec-14	SMT	2.40	Sep-14	↑ 0.60	
			Sickness absence to be under 6 days per annum per member of staff - cumulative.			5.90	Apr - Dec 14		2.04	2013/2014	↓ -3.86	
<b>COST PER MEMBER</b>												
A	11	A	Administration cost per member to be reduced from budgeted figure of £24.	<£24	ALL	£18.70	Mar-15	SMT	£19.21	Mar-14	↑ £0.51	
<b>TRAINING HOURS</b>												
A	12	Q	Fund staff should undertake a minimum of 25 hours CPD on average per annum. (Hours)	25 hours	ALL	15.34	Mar-15	SMT	10.09	Dec-14	↑ 5.25	
<b>DATA QUALITY</b>												
A	13	M	<b>Common Data</b>		ST		Mar-15	SMT		Feb-15		
			Missing forename(s)	0%		0.00%			0.00%		0.00%	→ 0.00%
			Missing surname	0%		0.00%			0.00%		0.00%	→ 0.00%
			Incorrect gender for member's title	0%		0.00%			0.01%		0.01%	↑ -0.01%
			Gender is not male or female	0%		0.00%			0.00%		0.00%	→ 0.00%
			Invalid or temporary NI number	0%		0.38%			0.38%		0.00%	→ 0.00%
			Missing date of birth	0%		0.00%			0.01%		0.01%	↑ -0.01%
			Invalid date of birth (this includes members over 75 and who are still active or members under 16 and not a beneficiary)	0%		0.01%			0.01%		0.01%	→ 0.00%
			Date of birth is after date joined scheme	0%		0.00%			0.00%		0.00%	→ 0.00%
			Member has no address	0%		2.62%			2.54%		2.54%	↓ 0.08%
			Missing postcode	0%		2.97%			3.69%		3.69%	↑ -0.72%
			Missing scheme retirement date	0%		0.04%			0.04%		0.04%	→ 0.00%
			Missing date joined pensionable service	0%		0.00%			0.01%		0.01%	↑ -0.01%
			No entry in status history does not match current status	0%		0.00%			0.00%		0.00%	→ 0.00%
			Last entry in status history does not match current status	0%		2.23%			1.09%		1.09%	↓ 1.14%
Category of membership status not on member record	0%	0.00%	0.00%	0.00%	→ 0.00%							
<b>Conditional Data</b>												
			Unavailable at present									
<b>TRUSTEE TRAINING</b>												
A	14	A	Satisfaction rate from feedback of Trustee training events to be 90%	90%	RH	100.00%	2014/2015	SMT	97.82%	2013/2014	↑ 2.18%	
<b>INFORMATION TO BE PUBLISHED QUARTERLY</b>												
A	15	Q	Expenditure exceeding £500	31-Dec-14	DK	27-Apr-15	Mar-15	SMT	29-Dec-14	Dec-14	N/A	
			Transactions on a Government Procurement Card			27-Apr-15			29-Dec-14			
			Procurement information Invitations to tender for goods and/or services with a value that exceeds £5,000.			27-Apr-15			29-Dec-14			
			Procurement information Contracts, commissioned activity, purchase orders, framework agreements and any other legally enforceable agreement with a value that exceeds £5,000.			27-Apr-15			05-Jan-15			
<b>STAFF TURNOVER</b>												
A	16	Q	Staff turnover to be between 5-10% in a financial year (Calculated as no. of leavers/no. of posts at start of year)	5%-10%	RH	6.93%	Apr 14 - Mar 15	SMT	4.95%	Apr-Dec 14	↑ 1.98%	

OBJECTIVES KEY	
A	To be a top performing fund
B	To achieve target investment returns
C	To provide excellent customer service
D	To meet our funding strategy

FREQUENCY KEY	
A	Annual
Q	Quarterly
M	Monthly