

Appendix A

Corporate Priority	Frequency	Description	Target	Lead Officer	End of Quarter 1 Performance	End of Quarter 2 Performance	Trend	
Customer Engagement and Communication	REFUNDS							
	M	Notify member of Refund within 10 days of receiving required information	90%	Head of Operations	95.29%	96.66%	↑	
		Refund payments processed within 5 days of receiving required information	90%		99.86%	99.89%	→	
	RETIREMENTS							
	M	Notification of Estimated Benefits within 15 days of retirement date	90%	Head of Operations	83.58%	93.33%	↑	
		Notification of the actual benefits within 5 days of receiving member option form	90%		90.08%	99.66%	↑	
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		98.78%	98.45%	↓	
	DEFERRED RETIREMENTS							
	M	Issue quote letter within 30 days of the members eligible payment date or receipt of request from member	90%	Head of Operations	95.10%	94.80%	↓	
		Notification of the actual benefits within 5 days of receiving member option form	90%		97.23%	98.17%	↑	
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		96.51%	96.85%	↑	
	TRANSFERS IN							
	M	Transfer in quotations processed within 10 days of receiving all the required information	90%	Head of Operations	94.92%	99.15%	↑	
		Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		94.00%	100.00%	↑	
	TRANSFERS OUT							
	M	Transfer out quotations processed within 20 days of receiving required information	90%	Head of Operations	99.12%	99.63%	↑	
		Transfer out payments processed within 20 days of receiving required information	90%		98.53%	100.00%	↑	
	DEATHS							
	M	Acknowledgement of a death within 5 days of receiving the notification.	90%	Head of Operations	86.97%	97.14%	↑	
		Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		98.26%	100.00%	↑	
Payment of death lump sum will be made within 10 days of receipt of all the required information.		90%	100.00%		100.00%	→		
JOINERS								
M	Membership record to be created within one month of receiving information from employer	95%	Head of Governance	100.00%	100.00%	→		
EMPLOYER AND MEMBER SERVICE - CALLS								
M	Calls received to the customer helpline to be answered.	85%	Head of Pensions	79.61%	83.33%	↑		
M	Calls received to the employer helpline to be answered.	85%	Head of Pensions	98.17%	96.54%	↓		
Customer Engagement and Communication	CUSTOMER SATISFACTION/SURVEY							
	M	Customer satisfaction	90%	Head of Pensions	100.00%	100.00%	→	
	Q	Web Portal Registrations	Target 90000	Head of Pensions	81410	86024	↑	
	AVAILABILITY OF ONLINE SERVICES FOR MEMBERS							
	M	Pensions Portal, Employer Portal and the external website to be available for 95% of total working hours.	95%	Head of Operations	99.41%	98.50%	↓	
	COMPLAINTS MONITORING - MEMBERS							
	M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	92.59%	100.00%	↑	
	M	No of complaints to be less than 1% of total membership	<1%	Head of Pensions	54	45	↓	
COMPLAINTS MONITORING - EMPLOYERS								
M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	52.63%	100.00%	↑		
M	No of complaints to be less than 1% of total employer membership.	<1%	Head of Pensions	19	2	↓		
Governance and Risk	EFFECTIVE DECISION MAKING							
	6M	Training hours of Committee and Pension Board		Head of Governance	N/A	100.00%		
	6M	Attendance rate of committee and pension board		Head of Governance	N/A	76.67%	N/A	
	INFORMATION GOVERNANCE							
Q	Statutory response timeliness	100%	Head of Governance	95.45%	91.30%	↓		
Strategic Asset Allocation and Performance	INVESTMENT RETURNS/OVERALL FUND PERFORMANCE							
	Q	Main Fund - Returns to be 0.5% above the benchmark (3 Yr. Rolling)	+/- 0.5%	Assistant Director Investments and Finance	-0.87%	-2.31%	↓	
Q	ITA Fund - Returns to match the benchmark (3 Yr. Rolling)	+ 0	Assistant Director Investments and Finance	-0.12%	0.02%	↑		
Data Management	DATA QUALITY							
	M	Common data Main Fund	99%>	Head of Governance	96.59%	96.64%	↑	
		Common data ITA	99%>		98.08%	98.00%	↓	
		Scheme specific data Main Fund	95%>		LGPS Scheme specific requirements under national development			
		Scheme specific data ITA	95%>					
	DATA IMPROVEMENT							
A	ABS produced for 100% of active member records	100%	Head of Operations	85.00%	85.00%	→		
	DBS produced for 100% of deferred member records	100%		87.20%	88.80%	↑		
Financial management and cost transparency	CONTRIBUTIONS RECEIVED							
	M	Main Fund - Contributions received from employers versus those expected	98%	Head of Finance	97.70%	98.40%	↑	
		ITA Fund - Contributions received from employers versus those expected	98%		99.93%	100.00%	↑	
	QUARTERLY ACCOUNTS							
	6M	Days taken to prepare accounts (Main Scheme)	30 days	Head of Finance		0	→	
	6M	Days taken to prepare accounts (ITA)	30 days	Head of Finance		0	→	
ACCOUNTANCY								
A	Accountancy information to employers within 25 business days of year end			Head of Finance				