

KPI - DETAILED ACTIONS, TIMESCALE AND REPORTING REQUIREMENTS JUNE 2015

| Objective Reference | No | Freq | Description | Target | Lead Officer | Actual (Score and RAG) | Reporting Period | Previous Score | Date Last Reported | Improvement/Deterioration | |
|--|---|---|--|------------------------|-----------------|---|--------------------|--|--------------------|---------------------------|--|
| IMPROVE FUNDING LEVEL | | | | | | | | | | | |
| D | 1 | A | Funding level to increase from current levels of 70% (Taken from IAS26 Report) | >70% | GD | 75.00% | 31/03/13 | 75.00% | 31/03/10 | 0.00% | |
| TRANSFERS IN | | | | | | | | | | | |
| C | 2 | M | Transfer in quotations processed within 10 days of receiving all the required information | 90% | RB | 89.02% | Apr 15 - Jun 15 | 0.00% | Apr 15 - May 15 | 89.02% | |
| | | | Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment | 90% | | 85.71% | | 0.00% | | 85.71% | |
| | TRANSFERS OUT | | | | | | | | | | |
| | M | Transfer out quotations processed within 20 days | 90% | RB | 68.51% | Apr 15 - Jun 15 | 62.36% | Apr 15 - May 15 | 6.15% | | |
| | | Transfer out payments processed within 10 days | 90% | | 37.38% | | 36.08% | | 1.30% | | |
| | RETIREMENTS | | | | | | | | | | |
| | M | Retirement options to members within 15 days | 90% | RB | 21.36% | Apr 15 - Jun 15 | 27.12% | Apr 15 - May 15 | -5.76% | | |
| | | Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information. | 90% | | 96.73% | | 96.54% | | 0.19% | | |
| | | New retirement benefits processed for payment following receipt of election within 5 days | 90% | | 93.13% | | 91.50% | | 1.63% | | |
| | DEFERRED RETIREMENTS | | | | | | | | | | |
| | M | Retirement options to members within 15 days | 90% | RB | 30.70% | Jun-15 | N/A | Apr 15 - May 15 | N/A | | |
| | | Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information. | 90% | | 93.28% | | N/A | | N/A | | |
| | | New retirement benefits processed for payment following receipt of election within 5 days | 90% | | 91.74% | | N/A | | N/A | | |
| | DEATHS | | | | | | | | | | |
| M | Acknowledgement of a death due within 5 days of receiving the notification. | 90% | RB | 93.13% | Apr 15 - Jun 15 | 93.72% | Apr 15 - May 15 | -0.59% | | | |
| | Notification of benefits payable to dependents will be issued within 5 days of receiving the required information | 90% | | 50.57% | | 52.78% | | -2.21% | | | |
| | Payment of death lump sum will be made within 10 days of receipt of all the required information. | 90% | | 95.62% | | 96.55% | | -0.93% | | | |
| EMPLOYER AND MEMBER SERVICE - CALLS | | | | | | | | | | | |
| A | 3 | M | 85% of calls received to the customer helpline to be answered. | 85% | RB | 80.33% | Apr 15 - Jun 15 | 77.00% | Apr 15 - May 15 | 3.33% | |
| | | M | 85% of calls received to the employer helpline to be answered. | 85% | RB | 92.67% | Apr 15 - Jun 15 | 90.50% | Apr 15 - May 15 | 2.17% | |
| CUSTOMER SATISFACTION/SURVEY | | | | | | | | | | | |
| C | 4 | Q | Overall <u>member</u> satisfaction score for employers to be 85%. | 85% | RB | 92.80% | Apr 15 - Jun 15 | 98.38% | Apr 14 - Mar 15 | -5.58% | |
| | | Q | Overall <u>employer</u> satisfaction score for employers to be 85%. | 85% | RB | 100.00% | Apr 15 - Jun 15 | 76.00% | Apr-15 | 24.00% | |
| INVESTMENT RETURNS/OVERALL FUND PERFORMANCE | | | | | | | | | | | |
| B | 5 | M | Returns to be within +/- 2% of the benchmark (3 Yr Rolling) (West Midlands Pension Fund) | VARIANCE +/- 2% | GD/MC | BENCHMARK 10.22% ACTUAL 10.95% RELATIVE 0.73% | May-15 | BENCHMARK 9.22% ACTUAL 10.58% RELATIVE 1.36% | Apr-15 | -0.63% | |
| BENEFIT STATEMENTS | | | | | | | | | | | |
| C | 6 | A | ABS issued to 90% of eligible active members by 31st August 2015 | 90% | RB | 83% | Sep-14 | 87% | Sep-13 | -4.00% | |
| | | | DBS issued to 85% of eligible deferred members by 31st August 2015 | 85% | | 98% | Jul-15 | 89% | May-14 | 9.00% | |
| CONTRIBUTIONS RECEIVED | | | | | | | | | | | |
| A | 7 | M | Main Fund 98% (total value) of contributions to be received by the due date. | 98% | DK | 99.14% | Apr 15 - Jun 15 | 99.21% | Apr 15 - May 15 | -0.07% | |
| | | | Travel Fund 98% (total value) of contributions to be received by the due date. | 98% | | 100.00% | Apr 15 - Jun 15 | 100.00% | Apr 15 - May 15 | 0.00% | |
| CLEAN AUDIT REPORT | | | | | | | | | | | |
| A | 8 | A | Receive an unqualified audit opinion from the Main Funds external auditors | Clean Report | DK | Yes | Year to 31/03/2014 | 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 | | Yes | | | |

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|--|----|---------|--|------------------------|--------------|---|-------------------------------|---|-------------------------------|---------------------------|
| | | | Annual audit returns no significant findings | 0 significant findings | | ● 0 | 31/03/2014 | ● 0 | 31/03/2013 | → 0.00 |
| EXTERNAL ACCREDITATION | | | | | | | | | | |
| A | 9 | M | The Fund to be shortlisted for 75% of the awards in which it is entered. | 75% | RH | Applications 4 No. Pending 0 No. Shortlisted 4 Percentage Shortlisted ● 100% | Apr 15 - Jun 15 | Applications 4 No. Pending 4 No. Shortlisted 0 Percentage Shortlisted ● 0% | Apr 15 - May 15 | ↑ 100.00% |
| | | M | Retain CSE and IIP accreditations | 100% | RH | ● 100% | Apr 15 - Jun 15 | ● 100% | Apr 15 - May 15 | → 0.00 |
| SICKNESS ABSENCE | | | | | | | | | | |
| A | 10 | 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 | ALL | ● 1.96 | Apr 15 - Jun 15 | ● 1.09 | Apr 15 - May 15 | ↓ -0.87 |
| COST PER MEMBER | | | | | | | | | | |
| A | 11 | A | Administration cost per member to be reduced from budgeted figure of £20. | £20 | ALL | ● £20.13 | Jun 15 (forecast to year end) | ● £20.57 | May 15 (forecast to year end) | ↑ £0.44 |
| TRAINING HOURS | | | | | | | | | | |
| A | 12 | Q | Average CPD per Fund employee to be 22 hours or more. | 22 hours | ALL | ● 16.82 | Jun-15 | ● 15.34 | Mar-15 | ↑ 1.48 |
| DATA QUALITY | | | | | | | | | | |
| A | 13 | Q | Common Data | | | | | | | |
| | | | Missing forename(s) | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | |
| | | | Missing surname | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | |
| | | | Incorrect gender for member's title | 0% | ● 0.01% | Jun-15 | ● 0.00% | Mar-15 | ↓ 0.01% | |
| | | | Gender is not male or female | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | |
| | | | Invalid or temporary NI number | 0% | ● 0.25% | Jun-15 | ● 0.38% | Mar-15 | ↑ -0.13% | |
| | | | Missing date of birth | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | |
| | | | 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% | Jun-15 | ● 0.01% | Mar-15 | → 0.00% | |
| | | | Date of birth is after date joined scheme | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | |
| | | | Member has no address | 0% | ● 1.62% | Jun-15 | ● 2.62% | Mar-15 | ↑ -1.00% | |
| | | | Missing postcode | 0% | ● 1.92% | Jun-15 | ● 2.97% | Mar-15 | ↑ -1.05% | |
| | | | Missing scheme retirement date | 0% | ● 0.01% | Jun-15 | ● 0.04% | Mar-15 | ↑ -0.03% | |
| | | | Missing date joined pensionable service | 0% | ● 0.01% | Jun-15 | ● 0.00% | Mar-15 | ↓ 0.01% | |
| | | | No entry in status history does not match current status | 0% | ● 0.01% | Jun-15 | ● 0.00% | Mar-15 | ↓ 0.01% | |
| | | | Last entry in status history does not match current status | 0% | ● 0.70% | Jun-15 | ● 2.23% | Mar-15 | ↑ -1.53% | |
| Category of membership status not on member record | 0% | ● 0.00% | Jun-15 | ● 0.00% | Mar-15 | → 0.00% | | | | |
| Conditional Data | | | | | | | | | | |
| Unavailable at present | | | | | | | | | | |
| TRUSTEE TRAINING AND PENSIONS BOARD | | | | | | | | | | |
| A | 14 | Q | Satisfaction rate from feedback of trustee training/pension board events to be 90%. | 90% | RH | ● 100.00% | Apr 15 - Jun 15 | ● 100.00% | 2014/2015 | → 0.00% |
| | | | Attendance rate of trustees/board members at training events. | 85% | RH | ● 55.00% | Apr 15 - Jun 15 | N / A | Apr 15 - May 15 | N / A |
| | | | Amount of training provided to trustees/board members during the year. | 22 hours | RH | ● 1.00 | Apr 15 - Jun 15 | ● 0.00 | Apr 15 - May 15 | ↑ 1.00 |
| INFORMATION TO BE PUBLISHED QUARTERLY | | | | | | | | | | |
| A | 15 | Q | Expenditure exceeding £500 | 31-Jul-15 | DK | ● 30-Jul-15 | Jun-15 | ● 27-Apr-15 | Mar-15 | N/A |
| | | | Transactions on a Government Procurement Card | | | ● 30-Jul-15 | | ● 27-Apr-15 | | |
| | | | Procurement information Invitations to tender for goods and/or services with a value that exceeds £5,000. | | | ● 25-Jun-15 | | ● 27-Apr-15 | | |
| | | | Procurement information Contracts, commissioned activity, purchase orders, framework agreements and any other legally enforceable agreement with a value that exceeds £5,000. | | | ● 25-Jun-15 | | ● 27-Apr-15 | | |

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| STAFF TURNOVER | | | | | | | | | | |
| A | 16 | Q | Staff turnover to be between 5-10% in a financial year <i>(Calculated as no. of leavers/no. of posts at start of year)</i> | 5%-10% | RH | ● 1.95% | Apr 15 - Jun 15 | ● 6.93% | Apr 14 - Mar 15 | ↓ -4.98% |
| AVAILABILITY OF ONLINE SERVICES | | | | | | | | | | |
| A | 17 | Q | Website and web portal to be available 95% of the time | 95% | RH | N/A | N/A | N/A | New Test wef Jul 15 | N/A |
| | | | Number of members predicted to be registered on web portal by 31 March 2016 | 50,000 | | ● 23,315 | Jun-15 | N/A | New Test wef Apr 15 | N/A |
| QUARTERLY ACCOUNTS | | | | | | | | | | |
| A | 18 | Q | Days taken to prepare quarterly accounts | 20 days | DK | ● 33 days | Jun-15 | N/A | New Test wef Apr 15 | N/A |
| QUALIFICATIONS | | | | | | | | | | |
| A | 19 | Q | At least 75% of staff to hold a relevant qualification | 75% | ALL | ● 57% | Apr 15 - Jun 15 | N/A | New Test wef Apr 15 | N/A |

| 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 |