

Appendix C

Corporate Priority	Frequency	Description	Target	Lead Officer	End of Quarter 1 Performance
Customer Engagement and Communication	REFUNDS				
	M	Notify member of Refund within 10 days of receiving required information	90%	Head of Operations	97.20%
		Refund payments processed within 5 days of receiving required information	90%		99.62%
	RETIREMENTS				
	M	Notification of Estimated Benefits within 15 days of retirement date	90%	Head of Operations	76.80%
		Notification of the actual benefits within 5 days of receiving member option form	90%		98.32%
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		96.27%
	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	91.86%
		Notification of the actual benefits within 5 days of receiving member option form	90%		96.61%
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		92.32%
	TRANSFERS IN				
	M	Transfer in quotations processed within 10 days of receiving all the required information	90%	Head of Operations	100.00%
		Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		100.00%
	TRANSFERS OUT				
	M	Transfer out quotations processed within 20 days of receiving required information	90%	Head of Operations	100.00%
		Transfer out payments processed within 20 days of receiving required information	90%		100.00%
	DEATHS				
	M	Acknowledgement of a death within 5 days of receiving the notification.	90%	Head of Operations	98.32%
		Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		94.70%
Payment of death lump sum will be made within 10 days of receipt of all the required information.		90%	100.00%		
JOINERS					
M	Membership record to be created within one month of receiving information from employer	95%	Head of Governance	100.00%	
EMPLOYER AND MEMBER SERVICE - CALLS					
M	Calls received to the customer helpline to be answered.	85%	Head of Pensions	78.66%	
M	Calls received to the employer helpline to be answered.	85%	Head of Pensions	96.47%	
Customer Engagement and Communication	CUSTOMER SATISFACTION/SURVEY				
	M	Customer satisfaction	90%	Head of Pensions	100.00%
	Q	Web Portal Registrations	Target 90000	Head of Pensions	97339
	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	98.78%
	COMPLAINTS MONITORING - MEMBERS				
	M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	97.67%
	M	No of complaints to be less than 1% of total membership	<1%	Head of Pensions	<1%
COMPLAINTS MONITORING - EMPLOYERS					
M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	98%	
M	No of complaints to be less than 1% of total employer membership.	<1%	Head of Pensions	<1%	
Governance and Risk	EFFECTIVE DECISION MAKING				
	6M	Training hours of Committee and Pension Board		Head of Governance	
	6M	Attendance rate of committee and pension board		Head of Governance	
INFORMATION GOVERNANCE					
Q	Statutory response timeliness	100%	Head of Governance	100%	
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	-1.50%
Q	ITA Fund - Returns to match the benchmark (3 Yr. Rolling)	+ 0	Assistant Director Investments and Finance	-1.20%	
Data Management	DATA QUALITY				
	M	Common Data	99%>	Head of Governance	97.00%
		Scheme Specific Data	95%>		LGPS Scheme specific requirements under national development
	DATA IMPROVEMENT				
A	ABS produced for 100% of active member records	100%	Head of Operations	93.00%	
	DBS produced for 100% of deferred member records	100%		89.00%	
Financial management and cost transparency	CONTRIBUTIONS RECEIVED				
	M	Main Fund - Contributions received from employers and validated by accountancy statement	98%	Head of Finance	98%
		ITA Fund - Contributions received from employers and validated by accountancy statement	98%		100%
	QUARTERLY ACCOUNTS				
	Q	Days taken to prepare quarterly accounts	30 days	Head of Finance	48
ACCOUNTANCY					
A	Accountancy information to employers within 25 business days of year end		Head of Finance		