

Appendix C

Corporate Priority	Frequency	Description	Target	Lead Officer	End of Quarter 1 Performance	End of Quarter 2 Performance	Trend	
Customer Engagement and Communication	<b>REFUNDS</b>							
	M	Notify member of Refund within 10 days of receiving required information	90%	Head of Operations	97.20%	95.16%	↓	
		Refund payments processed within 5 days of receiving required information	90%		99.62%	98.80%	↓	
	<b>RETIREMENTS</b>							
	M	Notification of Estimated Benefits within 15 days of retirement date	90%	Head of Operations	76.80%	90.67%	↑	
		Notification of the actual benefits within 5 days of receiving member option form	90%		98.32%	99.33%	↑	
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		96.27%	98.89%	↑	
	<b>DEFERRED RETIREMENTS</b>							
	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%	89.23%	↓	
		Notification of the actual benefits within 5 days of receiving member option form	90%		96.61%	96.20%	↓	
		Payment of lump sum and creation of payroll record within 5 days of receiving election form	90%		92.32%	94.59%	↑	
	<b>TRANSFERS IN</b>							
	M	Transfer in quotations processed within 10 days of receiving all the required information	90%	Head of Operations	100.00%	95.60%	↓	
		Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		100.00%	95.52%	↓	
	<b>TRANSFERS OUT</b>							
	M	Transfer out quotations processed within 20 days of receiving required information	90%	Head of Operations	100.00%	99.59%	↓	
		Transfer out payments processed within 20 days of receiving required information	90%		100.00%	96.30%	↓	
	<b>DEATHS</b>							
	M	Acknowledgement of a death within 5 days of receiving the notification.	90%	Head of Operations	98.32%	98.17%	↓	
		Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		94.70%	91.28%	↓	
Payment of death lump sum will be made within 10 days of receipt of all the required information.		90%	100.00%		100.00%	→		
<b>JOINERS</b>								
M	Membership record to be created within one month of receiving information from employer	95%	Head of Governance	100.00%	100.00%	→		
<b>EMPLOYER AND MEMBER SERVICE - CALLS</b>								
M	Calls received to the customer helpline to be answered.	85%	Head of Pensions	78.66%	86.57%	↑		
M	Calls received to the employer helpline to be answered.	85%	Head of Pensions	96.47%	95.97%	↓		
Customer Engagement and Communication	<b>CUSTOMER SATISFACTION/SURVEY</b>							
	M	Customer satisfaction	90%	Head of Pensions	100.00%	95.42%	↓	
	Q	Web Portal Registrations	Target 90000	Head of Pensions	97339	101834	↑	
	<b>AVAILABILITY OF ONLINE SERVICES FOR MEMBERS</b>							
	M	Pensions Portal, Employer Portal and the external website to be available for 95% of total working hours.	95%	Head of Operations	98.78%	100.00%	↑	
	<b>COMPLAINTS MONITORING - MEMBERS</b>							
	M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	97.67%	97.14%	↓	
	M	No of complaints to be less than 1% of total membership	<1%	Head of Pensions	<1%	<1%	→	
<b>COMPLAINTS MONITORING - EMPLOYERS</b>								
M	All complaints to be responded to within 15 working days of receipt	15 days	Head of Pensions	100.00%	100.00%	→		
M	No of complaints to be less than 1% of total employer membership.	<1%	Head of Pensions	<1%	<1%	→		
Governance and Risk	<b>EFFECTIVE DECISION MAKING</b>							
	6M	Training hours of Committee and Pension Board		Head of Governance	N/A	99.51%	Bi-annual reporting	
	6M	Attendance rate of committee and pension board		Head of Governance	N/A	78.18%		
	<b>INFORMATION GOVERNANCE</b>							
Q	Statutory response timeliness	100%	Head of Governance	100.00%	100.00%	→		
Strategic Asset Allocation and Performance	<b>INVESTMENT RETURNS/OVERALL FUND PERFORMANCE</b>							
	Q	Main Fund - Returns to be 0.5% above the benchmark (3 Yr. Rolling)	+/- 0.5%	Assistant Director Investments Strategy	-1.50%	-1.10%	↑	
Data Management	<b>DATA QUALITY</b>							
	M	Common Data	99%>	Head of Governance	97.00%	97.27%	↑	
		Scheme Specific Data	95%>		LGPS Scheme specific requirements under national development	91.95%	N/A	
	<b>DATA IMPROVEMENT</b>							
A	ABS produced for 100% of active member records	95%	Head of Operations	92.00%	95.00%	↑		
	DBS produced for 100% of deferred member records	95%		86.31%	90.00%	↑		
Financial management and cost transparency	<b>CONTRIBUTIONS RECEIVED</b>							
	M	Main Fund - Contributions received from employers and validated by accountancy statement	98%	Head of Finance	99.33%	98.67%	↓	
<b>QUARTERLY ACCOUNTS</b>								
Q	Days taken to prepare quarterly accounts (Main Scheme)	30 days	Head of Finance	48	32	↑		