

No	Description	Target	Lead Officer	Actual (Score and RAG)	Reporting Period	Reported to:	Previous Score	Date Last Reported	Improvement/Deterioration
1	IMPROVE FUNDING LEVEL Funding level to increase from current levels of 70% (Taken from IAS26 Report)	>70%	GD	● 75.00%	31/03/2013	SMT	● 75.00%	31/03/2010	→ 0.00%
2	TRANSFERS IN Non-LGPS transfer in quotations processed within 10 days of receiving all the required information	90%	ST	● 100.00%	Sep-14	SMT	● 80.00%	Aug-14	↑ 20.00%
	Non-LGPS transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		● 100.00%			● 69.23%		↑ 30.77%
	TRANSFERS OUT Non-LGPS transfer out quotations processed within 20 days	90%	ST	● 68.42%	Sep-14	SMT	● 56.96%	Aug-14	↑ 11.46%
	Non-LGPS transfer out payments processed within 10 days	90%		● 57.14%			● 31.58%		↑ 25.56%
	RETIREMENTS Retirement options to members within 15 days	90%	ST	● 12.68%	Sep-14	SMT	● 21.73%	Aug-14	↓ -9.05%
	Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.	90%		● 77.15%			● 92.59%		↓ -15.44%
	New retirement benefits processed for payment following receipt of election within 5 days	90%		● 73.93%			● 85.32%		↓ -11.39%
	DEATHS Acknowledgement of a death to due within 5 days of receiving the notification.	90%	ST	● 91.71%	Sep-14	SMT	● 94.51%	Aug-14	↓ -2.80%
	Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		● 100.00%			● 45.45%		↑ 54.55%
	Payment of death lump sum will be made within 10 days of receipt of all the required information.	90%		● 100.00%			● 100.00%		→ 0.00%
3	EMPLOYER SERVICE - EMPLOYER SATISFACTION Overall satisfaction score for employers to be 85%	85%	ST	● 100.00%	2014/2015	SMT	● 98.40%	2013/2014	↑ 1.60%
	EMPLOYER SERVICE - CALLS 85% of calls received to the customer and employer helpline to be answered	85%		● 100.00%	2014/2015		● 100.00%	2013/2014	→ 0.00%
4	MEMBER SERVICE - CUSTOMER SATISFACTION/SURVEY Overall satisfaction score for members to be 85%	85%	ST	● 80%	Sep-14	SMT	● 75%	Jun-14	↑ 5.00%
5	INVESTMENT RETURNS/OVERALL FUND PERFORMANCE Returns to be within 2% of the benchmark (3 Yr Rolling)	VARIANCE +/- 2%	GD/MC	BENCHMARK 9.07%	Aug-14	SMT	BENCHMARK 6.71%	Jul-14	↓ -0.22%
				ACTUAL ● 9.15%			ACTUAL ● 7.01%		
				RELATIVE ● 0.08%			RELATIVE ● 0.30%		
6	BENEFIT STATEMENTS ABS issued to 95% of eligible active members by 30th September	95%	ST	● 83%	Sep-14	SMT	● 87%	Sep-13	↓ -4.00%
	DBS issued to 85% of eligible deferred members by 30th October	85%		● 89%	May-14	SMT	● 88%	Jul-13	↑ 1.00%
7	CONTRIBUTIONS RECEIVED Main Fund 98% (total value) of contributions to be received by the due date.	98%	RD	● 99.68%	Sep-14	SMT	● 99.77%	Aug-14	↓ -0.09%
	Travel Fund 98% (total value) of contributions to be received by the due date.	98%		● 100.00%	Sep-14	SMT	● 100.00%	Aug-14	→ 0.00%
8	CLEAN AUDIT REPORT Receive an unqualified audit opinion from the Main Funds external auditors	Clean Report	RH	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	→ 0.00
	Annual audit returns no significant findings	0 significant findings		● 0			● 0		
9	EXTERNAL ACCREDITATION The Fund to be shortlisted for all of the awards in which it is entered.	100%	RH	Applications 6	Sep-14	SMT	Applications 3	Aug-14	↑ 33.33%
				No. Pending 5			No. Pending 0		
				No. Shortlisted 1			No. Shortlisted 2		
				Percentage Shortlisted 100%			Percentage Shortlisted 67%		
10	SICKNESS ABSENCE Fund staff should not have more than 6 days sick leave on average per annum.	6 days p.a.	ALL	● 2.40	Sep-14	SMT	● 1.70	Jun-14	↓ -0.70
11	COST PER MEMBER Administration cost per member to be reduced from budgeted figure of £24	<£24	ALL	● £19.21	Mar-14	SMT	● £20.48	Mar-13	↑ £1.27