

Appendix 1- Key Performance Indicators Year on Year Comparator

Corporate priority reference	Freq	Description	Target	Lead Officer	2018 (Score and RAG)	2017 (Score and RAG)	Improvement/Deterioration
D IMPROVE FUNDING LEVEL							
A		Funding level to increase from last triennial review	>70%	RB	81.0%	70.0%	11.0%
C TRANSFERS IN							
M		Transfer in quotations processed within 10 days of receiving all the required information	90%	AR	82.6%	87.6%	-5.0%
		Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment	90%		93.1%	87.7%	5.4%
C TRANSFERS OUT							
M		Transfer out quotations processed within 20 days	90%	AR	89.2%	54.0%	35.2%
		Transfer out payments processed within 10 days	90%		85.9%	82.3%	3.6%
C RETIREMENTS							
M		Retirement options to members within 15 days	90%	AR	55.0%	41.1%	13.9%
		Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.	90%		99.3%	97.2%	2.1%
		New retirement benefits processed for payment following receipt of election within 5 days	90%		97.8%	94.6%	3.2%
C DEFERRED RETIREMENTS							
M		Retirement options to members within 30 days	90%	AR	90.5%	85.1%	5.4%
		Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information.	90%		96.4%	96.0%	0.4%
		New retirement benefits processed for payment following receipt of election within 5 days	90%		94.6%	93.3%	1.3%
C DEATHS							
M		Acknowledgement of a death within 5 days of receiving the notification.	90%	AR	96.1%	93.5%	2.6%
		Notification of benefits payable to dependents will be issued within 5 days of receiving the required information	90%		91.6%	66.2%	25.4%
		Payment of death lump sum will be made within 10 days of receipt of all the required information.	90%		99.8%	98.9%	0.9%
A EMPLOYER AND MEMBER SERVICE - CALLS							
A	M	85% of calls received to the customer helpline to be answered.	85%	ST	88.6%	87.5%	1.1%
	M	85% of calls received to the employer helpline to be answered.	85%	ST	94.6%	95.3%	-0.7%
C CUSTOMER SATISFACTION/SURVEY							
C	M	Overall member satisfaction score for members to be 90%.	90%	ST	100.0%	99.9%	0.1%
	M	Overall employer satisfaction score for employers to be 90%.	90%	ST	100.0%	97.0%	3.0%
B INVESTMENT RETURNS/OVERALL FUND PERFORMANCE							
B	M	Returns to be 0.5% above the benchmark (3 Yr. Rolling) (West Midlands Pension Fund)	VARIANCE +/- 1%	JD/ Heads of Portfolios	BENCHMARK	BENCHMARK	0.00%
					ACTUAL	ACTUAL	
					RELATIVE	RELATIVE	
B	M	Returns to match the benchmark (3 Yr. Rolling) (ITA Fund)	VARIANCE + 0%	JD/ Heads of Portfolios	BENCHMARK	BENCHMARK	0.00%
					ACTUAL	ACTUAL	
					RELATIVE	RELATIVE	
BENEFIT STATEMENTS							

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C	A	ABS produced for 100% of entitled active members by 31st August 2016	100%	RH	● 79.0%	● 82.0%	↓ -3.0%
		DBS produced for 100% of entitled deferred members by 31st August 2017	100%		● 98.6%	● 97.0%	↑ 1.6%
A CONTRIBUTIONS RECEIVED							
	M	Main Fund 98% (total value) of contributions to be received by the due date.	98%	JD			→ 0.0%
		Travel Fund 98% (total value) of contributions to be received by the due date.	98%				→ 0.0%
A EXTERNAL ACCREDITATION							
A	M	The Fund to be shortlisted for 75% of the awards in which it is entered	75%	RH	Applications	Applications	↓ -23.1%
					13	10	
					No. Pending	No. Pending	
					0	1	
					3	No. Shortlisted	
	10	9					
	M	Retain CSE and IIP accreditations	100%	RH	● 100%	● 100%	→ 0.0%
A SICKNESS ABSENCE							
	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	● 8.2	● 4.7	↓ 3.5
A COST PER MEMBER							
	Q	Administration and governance cost per member to be reduced from budgeted figure of £23.20	£ 23.20	ALL	● £20.37	● £17.64	↓ £2.73
A TRAINING HOURS							
	Q	Average CPD per Fund employee to be 22 hours or more.	22 hours	ALL	● 40.2	● 40.1	↑ 0.1
A DATA QUALITY							
A	Q	Common data	99%>	RH	● 99.4%	● 99.5%	↓ -0.1%
		Conditional data	95%>		● 98.6%	● 97.0%	↑ 1.6%
A TRUSTEE TRAINING AND PENSIONS BOARD							
A	M	Satisfaction rate from feedback of trustee training/pension board events to be 90%.	90%	RH	● 100.0%	● 97.6%	↑ 2.4%
		Attendance rate of trustees/board members at training events.	85%		● 58.9%	● 73.3%	↓ -14.4%
		Amount of training provided to trustees/board members during the year.	22 hours		● 114.0	● 67.5	↑ 46.5
A STAFF TURNOVER							
	M	Staff turnover to be between 5-10% in a financial year	5% - 10%	All	● 15.2%	● 18.0%	↑ -2.8%
A AVAILABILITY OF ONLINE SERVICES							
A	M	Website and web portal to be available 95% of the time (based on working hours as monitored)	95%	AR	● 99.6%	● 98.0%	↑ 1.6%
	M	Number of occurrences web portal is unavailable	10 per month				→ 0.0
QUARTERLY ACCOUNTS							

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A	Q	Days taken to prepare quarterly accounts	20 days	JD			→ 0.0
QUALIFICATIONS							
A	Q	At least 75% of staff to hold a relevant qualification	75%	ALL	● 67.5%	● 63.4%	↑ 4.1%
A	IDRP						
	M	Average number of days for completion of IDRPs - Stage 1	60 days	AR	● 64.4 days		
		Average number of days for completion of IDRPs - Stage 2	60 days		● 58.9 days		
	COMPLAINTS MONITORING						
M	All complaints to be completed within 20 working days of receipt	100%	RH	● 99.6%	● 96.1%	↑ 3.5%	
	Number of complaints received (cumulative) versus same period in previous year	360 per year	RH	● 240	● 361	↑ -121	

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