




| Objective Reference | No | Description | Target | Lead Officer | Actual (Score and RAG) | Reporting Period | Reported to: | Previous Score | Date Last Reported | Improvement/Deterioration | |
|--|---|---|------------------------|--------------|--|--------------------|--------------|---|--------------------|---------------------------|--|
| IMPROVE FUNDING LEVEL | | | | | | | | | | | |
| D | 1 | 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% | |
| TRANSFERS IN | | | | | | | | | | | |
| C | 2 | Transfer in quotations processed within 10 days of receiving all the required information | 90% | ST | 20.00% | Dec-14 | SMT | 20.00% | Nov-14 | 0.00% | |
| | | Transfer notification of transferred in membership to be notified to the scheme member within 10 days of receiving payment | 90% | | 0.00% | | | 0.00% | | 0.00% | |
| | TRANSFERS OUT | | | | | | | | | | |
| | 2 | Transfer out quotations processed within 20 days | 90% | ST | 35.00% | Dec-14 | SMT | 40.00% | Nov-14 | -5.00% | |
| | | Transfer out payments processed within 10 days | 90% | | N/A | | | N/A | | N/A | |
| | RETIREMENTS | | | | | | | | | | |
| | 2 | Retirement options to members within 15 days | 90% | ST | 43.74% | Dec-14 | SMT | 19.46% | Nov-14 | 24.28% | |
| | | Notification of the actual retirement benefits will be issued to the scheme member within 5 days following receipt of the required information. | 90% | | 96.84% | | | 94.43% | | 2.41% | |
| | | New retirement benefits processed for payment following receipt of election within 5 days | 90% | | 96.04% | | | 92.87% | | 3.17% | |
| | DEATHS | | | | | | | | | | |
| 2 | Acknowledgement of a death to due within 5 days of receiving the notification. | 90% | ST | 92.61% | Dec-14 | SMT | 89.32% | Nov-14 | 3.29% | | |
| | Notification of benefits payable to dependents will be issued within 5 days of receiving the required information | 90% | | 58.70% | | | 84.00% | | -25.30% | | |
| | Payment of death lump sum will be made within 10 days of receipt of all the required information. | 90% | | 97.06% | | | 100.00% | | -2.94% | | |
| EMPLOYER SERVICE - EMPLOYER SATISFACTION | | | | | | | | | | | |
| A | 3 | Overall satisfaction score for employers to be 85% | 85% | ST | 100.00% | 2014/2015 | ST | 98.40% | 2013/2014 | 1.60% | |
| | | EMPLOYER SERVICE - CALLS | | | | | | | | | |
| A | 3 | 85% of calls received to the customer and employer helpline to be answered | 85% | ST | 100.00% | 2014/2015 | ST | 100.00% | 2013/2014 | 0.00% | |
| | | MEMBER SERVICE - CUSTOMER SATISFACTION/SURVEY | | | | | | | | | |
| C | 4 | Overall satisfaction score for members to be 85% | 85% | ST | 89% | Dec-14 | SMT | 80% | Sep-14 | 9.00% | |
| INVESTMENT RETURNS/OVERALL FUND PERFORMANCE | | | | | | | | | | | |
| B | 5 | Returns to be within 2% of the benchmark (3 Yr Rolling) | VARIANCE +/- 2% | GD/MC | BENCHMARK 9.54% ACTUAL 10.26% RELATIVE 0.72% | Nov-14 | SMT | BENCHMARK 8.69% ACTUAL 9.33% RELATIVE 0.64% | Oct-14 | 0.08% | |
| BENEFIT STATEMENTS | | | | | | | | | | | |
| C | 6 | 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% | |
| CONTRIBUTIONS RECEIVED | | | | | | | | | | | |
| A | 7 | Main Fund 98% (total value) of contributions to be received by the due date. | 98% | RD | 99.20% | Dec-14 | SMT | 99.51% | Nov-14 | -0.31% | |
| | | Travel Fund 98% (total value) of contributions to be received by the due date. | 98% | | 100.00% | Dec-14 | SMT | 100.00% | Nov-14 | 0.00% | |
| CLEAN AUDIT REPORT | | | | | | | | | | | |
| A | 8 | Receive an unqualified audit opinion from the Main Funds external auditors | Clean Report | PH | 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 | | | |

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|--|----|--|--|--------------|--|--------------------|--------------|--|--------------------|---------------------------|
| | | Receive an unqualified audit opinion from the Travel 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 | | 0.00 |
| EXTERNAL ACCREDITATION | | | | | | | | | | |
| A | 9 | The Fund to be shortlisted for all of the awards in which it is entered. | 100% | RH | Applications 10 No. Pending 0 No. Shortlisted 5 Percentage Shortlisted 50% | Dec-14 | SMT | Applications 10 No. Pending 3 No. Shortlisted 5 Percentage Shortlisted 71% | Nov-14 | -21.43% |
| SICKNESS ABSENCE | | | | | | | | | | |
| A | 10 | | 6 days p.a. | ALL | 1.80 | Dec-14 | SMT | 2.40 | Sep-14 | 0.60 |
| | | | | | 1.97 | Apr-Dec 14 | | 2.04 | Apr-Dec 13 | 0.07 |
| COST PER MEMBER | | | | | | | | | | |
| A | 11 | 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 |
| TRAINING HOURS | | | | | | | | | | |
| A | 12 | Fund staff should undertake a minimum of 25 hours CPD on average per annum | 25 hours | ALL | 10.09 | Dec-14 | SMT | 7.00 | Sep-14 | 3.09 |
| DATA QUALITY | | | | | | | | | | |
| A | 13 | Common Data Missing forename(s) Missing surname Incorrect gender for member's title Gender is not male or female Invalid or temporary NI number Missing date of birth Invalid date of birth (this includes members over 75 and who are still active or members under 16 and not a beneficiary) Date of birth is after date joined scheme Member has no address Missing postcode Missing scheme retirement date Missing date joined pensionable service No entry in status history does not match current status Last entry in status history does not match current status Category of membership status not on member record Conditional Data Unavailable at present | 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% | ST | 0% 0% 0% 0% 0.38% 0% 0.01% 0% 2.62% 3.77% 0.04% 0% 0% 2.23% 0% | Dec-14 | SMT | N/A | N/A | N/A |
| TRUSTEE TRAINING | | | | | | | | | | |
| A | 14 | Satisfaction rate from feedback of Trustee training events to be 90% | 90% | RH | 100.00% | 2014/2015 | SMT | 97.82% | 2013/2014 | 2.18% |
| INFORMATION TO BE PUBLISHED QUARTERLY | | | | | | | | | | |
| A | 15 | Expenditure exceeding £500 Transactions on a Government Procurement Card Procurement information Invitations to tender for goods and/or services with a value that exceeds £5,000. Procurement information Contracts, commissioned activity, purchase orders, framework agreements and any other legally enforceable agreement with a value that exceeds £5,000. | 31-Dec-14 | DK RH | 29-Dec-14 29-Dec-14 29-Dec-14 05-Jan-15 | Dec-14 | SMT | N/A | N/A | N/A |
| STAFF TURNOVER | | | | | | | | | | |

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| A | 16 | Staff turnover not to exceed 5% in a financial year <i>(Calculated as no. of leavers/no. of posts at start of year)</i> | 5% | RH |  4.95% | Apr-Dec 14 | SMT |  13.74% | 2013/2014 |  8.79% |

| 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 |