

**KPI - DETAILED ACTIONS, TIMESCALE AND REPORTING REQUIREMENTS: To 31 December 2016**

<u>No</u>	<u>Description</u>	<u>Target</u>	<u>Lead Officer</u>	<u>No of cases</u>	<u>Actual (Score and RAG)</u>	<u>% Cases Overdue 1-10 Days</u>	<u>% Cases Overdue 11-20 Days</u>	<u>% Cases Overdue 20+ Days</u>
<b>1</b>	<b>FUNDING</b>							
	<b>IMPROVE FUNDING LEVEL</b> Funding level to increase from current levels of 72%	<b>100%</b>	PT		<b>91.0%</b>			
<b>2</b>	<b>PENSION ADMINISTRATION</b>							
	<b>DEATH BENEFITS</b> Notify potential beneficiary of lump sum death in service grant within 5 days	<b>95%</b>		4	<b>100.0%</b>			
	Write to dependant and provide relevant claim form within 5 days of notification of death	<b>90%</b>	JB	65	<b>88.0%</b>	<b>11.0%</b>	<b>1.0%</b>	
	Pay death grant within 5 days of receipt of relevant documentation	<b>90%</b>		48	<b>77.0%</b>			
	Issue notification of dependant's pension within 5 days of receipt of relevant claim forms	<b>90%</b>		48	<b>77.0%</b>	<b>12.5%</b>		<b>10.5%</b>
	<b>RETIREMENTS</b> Employer decision and options to members within 10 days	<b>90%</b>		407	<b>65.0%</b>	<b>11.0%</b>	<b>10.0%</b>	<b>13.0%</b>
	New retirement benefits processed for payment following receipt of election within 10 days	<b>95%</b>	JB	287	<b>95.0%</b>	<b>5.0%</b>		
	<b>ILL HEALTH RETIREMENTS</b> Retirement options to members within 10 days	<b>90%</b>		13	<b>87.0%</b>	<b>6.5%</b>	<b>6.5%</b>	
	New retirement benefits processed for payment following receipt of election within 10 days	<b>95%</b>	JB	5	<b>100.0%</b>			

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	<b>EMPLOYER SATISFACTION/SURVEY</b> Overall satisfaction score for employers to be 80%	80%	JB/NIM		Annual Survey Due			
	<b>MEMBER SATISFACTION/SURVEY</b> Overall satisfaction score for members to be 80%	80%	JB		80%			
<b>4</b>	<b>DATA</b>							
	<b>DATA QUALITY</b> Common data quality within the Fund should be at least 90% accurate.	90%	JB		Due 31 Mar 17			
<b>5</b>	<b>CONTRIBUTIONS</b>							
	<b>CONTRIBUTIONS RECEIVED</b> Pension Fund 100% (total value) of contributions to be received by 21st day of the ensuing period.	100%	PT		100%			
<b>6</b>	<b>AUDIT</b>							
	<b>CLEAN AUDIT REPORT</b> Receive an unqualified audit opinion from the external auditors	Unqualified	PT/JP / NIM					
	Annual audit returns no significant findings	No significant findings						
<b>7</b>	<b>COST</b>							
	<b>COST PER MEMBER</b>							