Area	Ref Number	KPI	Notes	LCC Comments April 2021
Governance KPIs				
Breadth of representation	1	Percentage make-up (employer/member) on committee and board and number of LPB representation		This information is recorded and can be provided.
	2	Average attendance level at meetings (percentage) - split between absence and vacancies	1 and 2 may be incorporated in the Governance Compliance Statement (GCS) by including a clear statement of committee members and their attendance at meetings	This information is recorded and can be provided.
Training and expertise	3	Hours of relevant training undertaken across panel/board in last year		This information is recorded and can be provided. Need to ensure that training received outside of the Board/Committee framework is taken into account.
	4	Relevant experience across senior management team	A qualitative statement on the LGPS Senior Officer and their direct reports (or other senior pensions staff) to include professional qualifications and financial services/pension/LGPS experience. Also include % time spent on pension fund business by each person.	Currently investigating what can information can be gathered.
Compliance/Risk	5	Number of times risk register reviewed annually - number of times on agenda at committee/board	This is not measuring the quality of the register but the expectation that it will be viewed regularly at the committee should also improve quality	On the agenda for every Board and Committee meeting.
	6	Number of times carried out business continuity testing and/or cyber security penetration testing	Key focus of TPR	The Pensions Business Continuity plan is reviewed annually. There is also a Cyber Review exercise carried out in conjunction with ICT annually.
Appropriate governance time spent on key areas	7	Split of committee/board spent on administration/governance/investment	How should this be measured, is it just by number of items on the agenda keeping in mind it needs to be auditable?	Proposing to measure this by examining the Board and Committee agendas over the previous 12 months and measure split between Investments/Governance/Administration
Administration KPIs				
Data Quality	1	Common/conditional score, in line with TPR expectations		The scores can be provided by system supplies as part of a contractual arrangement. The current data improvement plan will be reviewed with intention of targetting specific areas for improvement that would benefit the section most, based on the resources available to address those areas.
	2	Annual Benefit Statement percentage as at 31 August	Include explanation where less than 100%	This is currently monitored and reported on where percentage issued is less than 100%
Service standards/SLAs	3	Number and percentage of pension set-ups (new retirements) within disclosure requirement timeframe		The Disclosure timeframe is one month from date on which benefits bacome payable, however our own target is currently to implement pensions within 10 working days of receiving election. If required it would be possible to produce two sets of results.
	4	Does the Fund monitor and report it's own standards?	Y/N	Monthly reports are run to monitor standards and are submitted quarterly to the Director of Corporate Resources.
	5	Percentage of calls to customer helpline answered and resolved at first point of contact		Percentage of calls to customer heplline answered is measurable, whereas calls resolved at first point of contact currently isn't. Further investigation is required on this issue.
Engagement and communication - capabilities and take-up	6	Specify when online services are available to members/employers	Measuring services provided by Fund online, perhaps against an agreed standardised list.	A list of online services available can be produced.
	7	Percentage of members registered for the fund's online services and the percentage that have logged onto the service in the last 12 months split by status	Measuring take up of services	Percentage of members registered for online services can be measured, it also is possible to extract data relating to logging in to those services, split by status.
	8	Number of employer engagement events and/or briefings held in last 12 months and percentage take-up	Percentage take-up could be weighted to size of employer	Consideration needs to be given with regards to this and how to make it meaningful.
Customer satisfaction	9	Percentage of members (or employers if appropriate) satisfied with the service provided by their LGPS fund (this could be obtained via a simple questionnaire of no more than 5 questions)	Members and employers should be measured separately, and funds should also report the number completing the questionnaire to ensure appropriate coverage. For consistency in comparison we suggest a general question is drafted and Funds told to incorporate into their surveys - e.g. "The service was excellent - Strongly Disagree/Disagree/Agree/Stongly Agree"	Figures can be provided based on existing members survey. Employers will need further consideration. Maybe an annual survey issued via a Employer Bulletin?

This page is intentionally left blank