1.1 - Provide a high quality 'gold standard' service whilst maintaining value for money

Data as at: 13 May 2011

Measure Purpose: To provide a high quality 'gold standard' service whilst maintaining value for money

Scope: Cost, scheme member satisfaction and scheme member complaints and compliments

Measure Owner: Jody Evans Data lead: David Tucker/Matt Mott

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Cost per scheme member	2nd	quartile	Gy	G	2nd/3rd quartile	2nd/3rd quartile	Low	Annual
Number of scheme member complaints	4		Gy	G	12	50	Low	Quarterly
3. Number of scheme member compliments	23		Gy	G	12	50	High	Quarterly
Scheme member survey - % of positive answers		%	Gy	Gy	95%	95%	High	Annual
5. Employer survey - % of positive answers		%	Gy	Gy	95%	95%	High	Annual

Rationale for performance status and trend

1. Cost per member was £20.35 in 2009/10 compared to the CIPFA Benchmarking average of £22.72 - placing Essex in 2nd quartile.

Collection of data for measures 2 and 3 began on 1 April. As current targets are quarterly and data has only been collected for approximately 10 weeks (1 April - 10 June), actual data has been grossed up across 13 weeks to give indicative quarterly figures. Actual data: number of complaints = 3, number of compliments = 18.

1 scheme member complaint relates to a late payment - this issue has now been resolved.

4, 5: Scheme member and employer satisfaction will be gathered on an annual basis by the Pensions Administration team.

1.2 - Ensure the Pension Fund is managed and its services delivered by people who have the appropriate knowledge and expertise

Data as at: 11 June 2011

Measure Purpose: To ensure the Pension Fund is managed and its services delivered by people who have the appropriate knowledge and expertise

Scope: Training needs analysis, attendance of training. Progress against training plans and My Performance objectives.

Measure Owner: Judith Dignum/Jody Evans/Martin Quinn Data lead: Judith Dignum/Jody Evans/Martin Quinn

Status	Value	Units	Previous Status	Current Status	Target	Annual target	Polarity	Frequency
Attendance at training by Board members	69	%	Gy	R	80%	80%	High	Quarterly
% of members with adequate skills - CIPFA training needs analysis and knowledge framework		%	Gy	Gy	100%	100%	High	Annual
Officer training plans and My Performance objectives in place	86.3	%	Gy	А	100%	100%	High	Bi-annual
4. Attendance at Board meetings	81	%	Gy	G	80%	80%	High	Quarterly
5. Measure of officer knowledge and expertise - to be developed			Gy	Gy				
Training and educational materials in place for employers - to be developed			Gy	Gy				
7. Feedback on training and educational materials for employers - to be developed			Gy	Gy				

Rationale for performance status and trend

- 1. The majority of Board members are committed to attending training and development activities. The non-attendances included within this measurement fall mainly amongst those who are no longer members of the Board. The measurement tool does take account of sessions where attendance is discretionary (such as refreshers of previous training) but only counts these when a Member has elected to attend. The Board has clearly expessed its commitment to training and development and this has been emphasised to newly appointed members and the organisations responsible for their nomination.
- 2. Data has not yet been gathered
- 3. My Performance objectives have been agreed for all Pensions Administration officers. Pensions Invesments officers will set their objectives following the closure of accounts. The corporate objective was to set all My Performance objectives by 31 May, although workloads relating to closure of accounts mean that Pensions Invesments will set objectives in June/July. Training plans will be put in place for all Pensions Services officers during Q2 and will be in place by the 28 September EPFB meeting.
- 4.Target excedeed. Attendance at August and December meetings were lowest, at 76.9% and 66.7% respectively. Attendance at March meeting was 83.3%. In the event of non-attendance, Board members can ask that a substitute attend.

1.3 - Evolve and look for new opportunities, ensuring efficiency at all times

Data as at: 12 May 2011

Measure Purpose: To evolve and look for new opportunities, ensuring efficiency at all times

Scope: Actions listed in Business Plan

Measure Owner: Jody Evans Data lead: Kevin McDonald/David Tucker

Status	Value	Previous status	Current status	Target	Annual target	Polarity	Frequency
Fund Business Plan quarterly review - actions on track	11% complete, 46 % in progress	Gy	А	15% complete, 10% in progress	100% complete	High	Quarterly

Rationale for performance status and trend

Against a total of 28 actions or projects for the year, 3 are complete, 13 in progress and 12 are not yet started. The Business Plan is split into 5 themes: Governance, Investments, Funding, Administration and Communications. 25 % (2 out of 8) of governance actions are complete as are 13% (1 out of 8) of administration actions. In Investments, 3 of 4 actions are underway, as are 2 of 3 in funding and 2 of 5 in communications. For details see Business Plan review item.

Across all areas, a majority of actions (57%) are either complete or in progress.

1.4 - Act with integrity and be accountable to our stakeholders

Data as at: 12 May 2011

Measure Purpose: To act with integrity and be accountable to our stakeholders for our decisions, ensuring they are robust and well based

Scope: Formal complaints against Board Members relating to their role as member of the EPFB or ISC, with reference to Essex County Council's Code of Conduct. Formal complaints are those made to Standards Committee. The same complaint may be referred onto the Local Government Ombudsman or a third party may seek judicial review. Measure also includes annual review of key decisions and accountability and contract management measures currently in development

Measure Owner: Judith Dignum Data lead: Colin Ismay

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity
1. Number of complaints made	0		Gy	G	0	0	Low
2. Number of complaints upheld	0		Gy	G	0	0	Low
Annual review of key decisions, based on criteria relating to good governance and robust decision making - to be developed		N/A	Gy	Gy	N/A	N/A	N/A
4. Measure of accountability to stakeholders - to be developed		N/A	Gy	Gy	N/A	N/A	N/A
Measure of effective and robust contract management - to be developed		N/A	Gy	Gy	N/A	N/A	N/A

Rationale for performance status and trend Reflects performance over the previous 12 months as at 12 May 2011

1.5 - Understand and monitor risk and compliance

Data as at: 17 June 2011

Measure Purpose: Understand and monitor risk and compliance

Scope: Ongoing reporting and discussion of key risks to the Fund. Output from internal audit reviews.

Measure Owner: Martin Quinn/Kevin McDonald/Jody Evans Data lead: Martin Quinn/Kevin McDonald/Jody Evans

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Number of internal audit reviews finding limited/no assurance	0		Gy	G	0	0	Low	Ongoing
Number of internal audit recommendations outstanding	N/A		Gy	Gy	N/A	N/A	Low	Quarterly
3. % reduction in the risk score of the top 5/10 priority risks - in development	N/A		Gy	Gy	0	0	High	Quarterly
Number of matters raised by external auditors relating to Pensions Services	N/A		Gy	Gy	N/A	N/A	Low	Quarterly

Rationale for performance status and trend

- 1. Includes all internal audits conducted in the last 12 months. Where an audit has been conducted twice during this period, the more recent result is captured by the measure.
- 2. Internal Audit recommendations to be reviewed by EPFB on 29 June. Tracking against implementation of recommendations will begin following the meeting and will be reported to September EPFB.
- 3. This measure will capture the % reduction in the risk score of a key group of risks which the Fund will work to mitigate. Pensions Administration Manager and Investments Team will identify key risks and set targets for reduction, to be reported to EPFB from September

Of the 79 risks currently contained in the risk register, 8 are rated as high risk (risk score of 6 and above). Risk scores allocated at March meeting have not changed.

4. Measure in development - targets yet to be set

2.1 - Maximise returns from investments within reasonable risk parameters

Data as at: 31 March 2010

Measure Purpose: To maximise the returns from investments within reasonable risk parameters **Scope:** All investments made by Pensions Fund: asset returns, liquidity and volatility risk

Measure Owner: Martin Quinn Data lead: Kevin McDonald

Status	Value	Units	Previous Status	Current Status	Target	Annual target	Polarity
1. Annual return	2nd	ranking	Gy	А	1st	1st	High
2. Rolling 5-year return	6.9	%	Gy	R	7.9%	7.9%	High
3. % of total asset value held in illiquid assets		%	Gy	Gy	TBC	TBC	N/A
4. Risk - funding volatility			Gy	Gy	TBC	TBC	
5. Quantitative modelling - expected return and volatility			Gy	Gy	TBC	ТВС	

Rationale for performance status and trend

- 1. Essex's annual performance in 2009/10 was 35.5%. This puts the authority second in a group of statistical neighbours, including Suffolk, Hertfordshire, Cambridgeshire, Norfolk and Kent. Best performer was Kent with 36.7%. Worst was Norfolk with 30.1%
- 2. Average return on investment for April 2005 March 2010 was below the target in the Statement of Investment Principles.

2.2 - Ensure the Pension Fund is properly managed

Data as at: 12 May 2011

Measure Purpose: To ensure that the Fund is properly managed **Scope:** Attendance at ISC and ISC member skills and knowledge

Measure Owner: Martin Quinn Designer: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
1. Attendance of ISC	79.4	%	Gy	А	80%	80%	High	Annual
2. % of ISC members with adequate skills - CIPFA training needs analysis and knowledge framework		%	Gy	Gy	100%	100%	High	Annual

Rationale for performance status and trend

- 1. Performance is just short of target. Current figures are for 2010/11 as a whole. From September meeting onwards figures will reflect attendance at the previous meeting.
- 2. Data has not yet been gathered

2.3 - Ensure all significant Fund investment issues are communicated properly to all interested parties

Data as at: 12 May 2011

Measure Purpose: To ensure all significant Fund investment issues are communicated properly to all interested parties

Scope: Publication of meeting minutes and agendas, communication governance arrangements agreed by Board and ISC

Measure Owner: Martin Quinn Designer: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity
% of ISC agendas sent out 5 working days before meetings	25	%	Gy	R	95%	95%	High
2. % of ISC committee agendas sent out 5 working days before meetings with all papers attached	0	%	Gy	R	95%	95%	High
3. % of ISC minutes sent out 7 working days after meetings	25	%	Gy	R	90%	90%	High
4. % of ISC minutes uploaded to internet 12 working days after meetings	0	%	Gy	R	90%	90%	High
5. Number of communication and governance arrangements for the ISC not in place	0		Gy	G	0	0	High

Rationale for performance status and trend

- 1 & 3: The agenda and minutes for the last ISC were sent out within target timescales. However, for the 3 previous meetings the agenda was not sent out on time.
- 1-4. Clerking of the ISC is organised by Pensions Investments rather than the Governance Team. To date, Pensions Investments have not used the same standards as the Governance Team in terms of making agendas and minutes public in a timely fashion. The plan is now to adopt these standards, starting with the dispatch of the ISC agenda for the 9 June meeting.

Historically, ISC agendas have always been dispatched a week before meetings. This means that agendas have been sent out one day late compared to Governance Team standards - agendas need to go out 5 clear working days before meetings, excluding the day of dispatch and the day of the meeting. Also, ISC minutes have not, to date, been published on the internet.

- 5. Measure will flag as red if one of the following communications arrangements is not in place, as agreed in 2010/11 business plan objectives:
- ISC terms of reference in place and renewed at the beginning of the financial year
- Pensions Services Business Plan in place and renewed at the beginning of the financial year
- SIP for previous financial year was published by 31 March
- Annual Report and Accounts for the current financial year were published by 30 November
- Two independent advisers and 1 institutional investments consultant attended or were available to attend the last ISC meeting
- Briefing report provided to EPFB on every investment decision at the preceding ISC meeting
- Complete management information including asset values and returns made available for consideration at last ISC meeting

All arrangements are in place. In future months this measure will not appear in the report if all arrangements are in place.

3.1 - Achieve and then maintain assets equal to 100% of liabilities within reasonable risk parameters

Data as at: 31 March 2010

 $\textbf{Measure Purposes:} \ \textbf{To achieve and then maintain assets equal to 100\% of liabilities within}$

reasonable risk parameters.

Scope: Sources of funding: employer contributions and investments

Measure Owner: Martin Quinn Data leads: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Probability of hitting 30-year funding target	51	%	Gy	G	50%	50%	High	Annual

Rationale for performance status and trend

As at the valuation date, based on the current investment strategy and best estimate of returns our model calculates that the probability of achieving a 100% funding level at the end of the 30-year period is 51%.

Target has been set by an external actuary

3.2 - Consistency between the investment and funding strategies

Data as at: 31 March 2010

Measure Purpose: To have consistency between the investment strategy and funding strategy

Scope: Long term investment return assumed by funding strategy and average expected return on investment portfolio

Measure Owner: Martin Quinn Data leads: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Long term return assumed by SIP	7.9	%	Gy	G	6.4%	6.4%	High	Annual

Rationale for performance status and trend

Long term return assumed by Funding Strategy

The ongoing assumptions used for the valuation as at 31 March 2010 were calculated referencing the gilt yield of 4.5% p.a. and were as follows:

Pre retirement investment return = 7.0% p.a. (Gilts plus 2.5% p.a.)

Post retirement investment return = 5.5% p.a. (Gilts plus 1.0% p.a.)

The return assumption therefore changes as the fund matures (and as more members become pensioners). However, the relevant composite rate to use in the short term period to the next valuation would be **6.4%*** p.a.

* In one instance, where a Fund employer is considered by the Administering Authority to provide a high level of covenant, an allowance has been made as part of the recovery plan for investment performance at a higher level than that assumed for assessment of the funding target. This higher level of return assumed will, in particular, reflect the actual investment strategy of the Fund, on the basis that this is to be maintained over the entire recovery period.

Long term strategic expected return in Statement of Investment Principles 7.90%

3.3 - Manage employers' liabilities effectively

Data as at:

Measure Purpose: To manage employers' liabilities effectively by the adoption of employer specific funding objectives

Scope: All employers contributing to the scheme

Measure Owner: Martin Quinn Data leads: Martin Quinn

Status	Value Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Percentage of employers' liabilities which are high risk	%	Gy	Gy	10%	10%	Low	Annual

Percentage of employers' liabilities which are high risk	%		Gy	Gy	10%	10%	Low	Annual
Rationale for performance sta	atus and	trend	d					
Data is not currently available for this meas	ure. This will	be pro	vided by the a	ctuary for the 28	8 September B	loard meeting.		
High risk liabilities are defined as those owe	ed to employe	ers with	no guarantor	which are not a	precepting au	thority.		

3.4 - Minimise unrecoverable debt on termination of employer participation

Data as at: 12 May 2011

Measure Purpose: Minimise unrecoverable debt on termination of employer participation

Scope: All employers contributing to the scheme Measure Owner: Martin Quinn Data leads: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Proportion of fund value written off due to employers leaving scheme	0	%	Gy	G	5%	5%	Low	Quarterly
Proportion of fund value at risk of being written off due to employers leaving scheme	0.04	%	Gy	А	5%	5%	Low	Quarterly

Rationale for performance status and trend

1. Employers terminating in 2010/11 are as follows:

Connaught: Ongoing claim made on bond. Fund is a creditor with Administrator

Southend Renaissance: Paid in full

Harlow Renaissance: Ongoing, agreement in principle for ECC & Harlow DC to cover outstanding deficit Essex & Suffolk Water: Paid in full

0% of the fund's value has been written due to employers leaving the scheme so the measure is currently green, pending resolution of the above

2. One employer has terminated their membership of the scheme from whom payment is doubtful. The maximum figure at risk is £1.5m, or 0.04% of the fund's value as at 31 March 2011.

Southern Cross is not an admitted employer in the Fund.

3.5 - Maintain liquidity in order to meet projected net cashflow outgoings

Data as at: 31 March 2010

Measure Purpose: Maintain liquidity in order to meet projected net cash-flow outgoings

Scope: All investments and funding

Measure Owner: Martin Quinn Data leads: Martin Quinn

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency			
Projection of cashflow over 15 years		£	Gy	Gy	Positive	Positive	High	Annual			
Rationale for performance status and trend											
1. Data is not currently available for this n	neasure.	This will be	provided by t	the actuary for t	he 28 Septemi	ber Board med	eting.				

4.1 - Deliver a high quality, friendly and informative service

Data as at: 31 March 2011

Measure Purpose: Deliver a high quality, friendly and informative service to all beneficiaries, potential beneficiaries and employers at the point of need

Scope: Communication and administration turnaround times, scheme member appeals, payment errors

Measure Owner: Jody Evans Data lead: David Tucker/Joel Ellner/Daniel Chessell/Matt Mott

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Turnaround time - letter detailing transfer in quote (1109 cases)	93.0%	%	Gy	А	95.0%	95.0%	High	Annual
Turnaround time - letter detailing transfer out quote (650 cases)	97.0%	%	Gy	G	95.0%	95.0%	High	Annual
3. Turnaround time - process refund and issue payment voucher (636 cases)	84.0%	%	Gy	R	95.0%	95.0%	High	Annual
Turnaround time - Letter notifying actual retirement benefit amount - estimates (2233 cases)	98.0%	%	Gy	G	95.0%	95.0%	High	Annual
Turnaround time - Letter notifying actual retirement benefits and issue of payment voucher for lump sum retirement grant (1416 cases)	96.0%	%	Gy	G	95.0%	95.0%	High	Annual
Turnaround time - Letter acknowledging death of active /deferred / pensioner member (841 cases)	98.0%	%	Gy	G	95.0%	95.0%	High	Annual
7. Turnaround time - Letter notifying amount of dependent's benefits (819 cases)	96.0%	%	Gy	G	95.0%	95.0%	High	Annual
Turnaround time - Calculate and notify deferred benefits (7382 cases)	78.0%	%	Gy	R	95.0%	95.0%	High	Annual
9. Number of payments errors	0	number	Gy	G	0	0	Low	Quarterly
10. New IDRP appeals during the year	0		Gy	G	Below CIPFA average	Below CIPFA average	Low	Annual
11. IDRP appeals - number of lost cases	0		Gy	G	Below CIPFA average	Below CIPFA average	Low	Annual

Rationale for performance status and trend

- 1. Changes to regulations from Government Actuarial Department led officers to postpone processing.
- 3. Officers have investigated the delays identified. Delays identified between 2 related processes. Additional measures are now in place to improve performance
- 4. 6 bulk estimate exercises produced a further 7034 estimates. This is not captured by the measure.
- 8. The scheme has seen significant volumes of work in this area as high numbers of employees leave scheme employers. Pensions Services will endeavour to provide adequate resource although reduced turnaround times will remain likely during periods of high employee turnover.

The 95% target is what the Fund is aiming for to achieve 'Gold Standard'.It should be noted that the Fund already compares favourably with other funds and is aiming even higher. In the 2010 CIPFA Benchmarking the Fund's turnaround times averaged 91.1% compared to the benchmarking average of 87.9%.

- 9. Measure captures the number of errors by Pensions Services which have resulted in scheme members being paid the wrong amount. During last 3 months, 0 payments errors to scheme members.
- 10-11. No new IDRP appeals during previous 12 months

4.2 - Data is protected to ensure security and authorised use only

Data as at: 30 April 2011

Measure Purpose: Data is protected to ensure security and authorised use only

Scope: All service area budgets within the directorate **Measure Owner:** Jody Evans **Data leads:** Anna Casbolt

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
Number of information security breaches	0		Gy	G	0	0	Low	Quarterly
2. Actions in place for all breaches	N/A		Gy	Gy	Actions in place for all	Actions in place for all	N/A	Quarterly

	N/A	Gy	Gy	place for all	place for all	N/A	Quarterly
Rationale for performance s	tatus and trend	d					
1. No security breaches relating to Pension	ons Services in the la	st year.					
2. N/A							

4.3 - Ensure proper administration of financial affairs

Data as at: 31 March 2011

Measure Purpose: To ensure proper administration of the Fund's financial affairs

Scope: Investments and Borrowing

Measure Owner: Martin Quinn Data leads: Kevin McDonald

Status	Value	Units	Previous status	Current status	Current target	Annual target	Polarity	Frequency
1. % of monthly reconciliations of equity and bond investment mandates which are timely	100	%	Gy	G	100%	100%	High	Quarterly
2. % of employer contributions which are timely		%	Gy	Gy	100% (Q4)	100%	High	Quarterly

Rationale for performance status and trend

1. Performance over previous quarters was as follows:

Quarter ending March 2011: 100% (Green) Quarter ending December 2010: 85.2% (Red) Quarter ending September 2010: 70.8% (Amber)

Quarter ending June 2010: 3.7% (Green). Target for end of June is 0%

Target was missed for quarter ending December owing to a member of staff being on a two month period of extended leave. Targets increase during the financial year to allow time for closure of accounts.

2. Data is not currently available. Officers are working to put in place processes to record and report data. Reporting should begin

4.4 - Compliance with the Fund's governance arrangements

Data as at: 25 May 2011

Measure Purpose: To ensure compliance with the Fund's governance arrangements agreed by the Council

Scope: Publication of Essex Pensions Funding Board agendas and minutes. Governance arrangements agreed by Board

Measure Owner: Jody Evans/Martin Quinn/Judith DignumData leads: Judith Dignum, Kevin McDonald

Status	Value	Units	Previous status	Current status	Target	Annual target	Polarity	Frequency
1. % of Board agendas sent out 5 working days before meetings	100	%	Gy	G	95%	95%	N/A	Quarterly
2. % of Board committee agendas sent out 5 working days before meetings with all papers attached	25	%	Gy	R	95%	95%	High	Quarterly
3. % of Board minutes sent out 7 working days after meetings	100	%	Gy	G	90%	90%	High	Quarterly
4. % of Board minutes uploaded to internet 12 working days after meetings	100	%	Gy	G	90%	90%	High	Quarterly
5. Compliance with governance arrangements - number of governance arrangements not in place	1	number	Gy	R	0	0	High	Quarterly

Rationale for performance status and trend

- 1,3 and 4 target exceeded
- 2 This has not been measured before and there will be a greater focus on this issue in future. The metrics here represent 1 item being marked 'to follow' on agendas for 3 of the 4 Board agendas held since March 2010.
- 5. A revised membership for the Board was agreed by the Council at its meeting on 10 May 2011. Currently, the ECC and Essex Police Authority representatives have been appointed with nominations awaited in respect of the other members. It is expected that all will be in place in time for the 29 June meeting with the exception of the representative of Smaller Employing Bodies who will be appointed following voting at the next meeting of the Employer Forum. The representative for scheme members, nominated by UNISON, is a longstanding vacancy since August 2010 which is due to be renewed by UNISON. All new members should be in place by first meeting of the financial year

Measure will flag as red if one of the following governance arrangements is not in place, as agreed at Full Council meeting on 6 May 2008:

- Board membership consists of 6 representatives of ECC (also members of the ISC), 2 representatives of the District and Borough Councils in Essex (1 of whom also serves as an observer on the ISC), 2 representatives of Essex's unitary authorities, 1 representative of Essex Fire Authority, 1 representative of Scheme Members (who also serves as an observer on the ISC) and 1 representative of Smaller Employing Bodies
- Fund is not currently compliant
- A fund forum for employers has taken place during the last year Fund is compliant
- The last fund forum for employers has taken place during the last year of this is compliant.

Agreed membership arrangements are not currently in place so measure is red. In future months this measure will not appear in the report if all arrangements are in place.