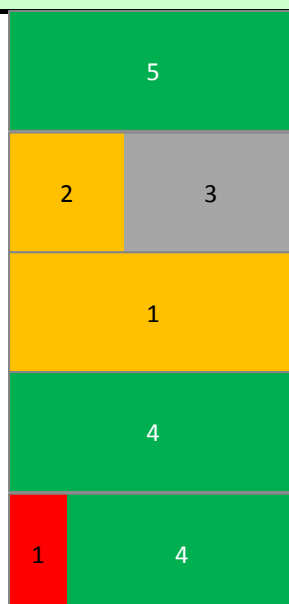


Essex Pension Fund Scorecard - 16 September 2015

Guidance: Measures are grouped around key objectives identified by the Board. For some objectives there are several indicators monitoring progress. The number of measures which are red, amber and green for each objective are displayed on the scorecard. Details of individual measures, including performance, targets, contextual commentary, definition and scope are given in the attached drill down pack.

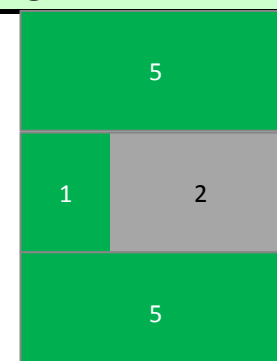
1. GOVERNANCE

- 1.1 - Provide a high quality service whilst maintaining value for money
- 1.2 - Ensure the Pension Fund is managed by people who have the appropriate knowledge and expertise
- 1.3 - Evolve and look for new opportunities that may be beneficial for our stakeholders, particularly the Fund's beneficiaries, ensuring efficiency at all times. Continually measure and monitor success against our objectives.
- 1.4 - Act with integrity and be accountable to our stakeholders for our decisions, ensuring they are robust and well based
- 1.5 - Understand and monitor risk and compliance



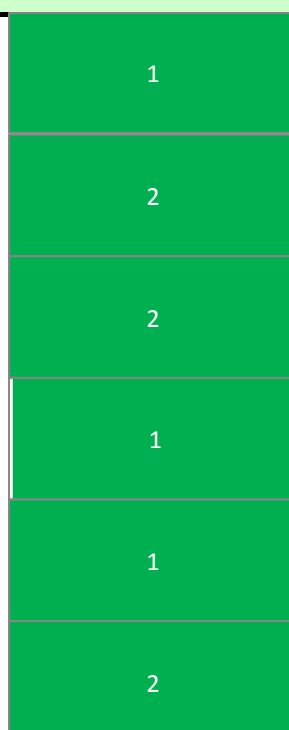
2. INVESTMENTS

- 2.1 - Maximise returns from investments within reasonable risk parameters
- 2.2 - Ensure the Pension Fund is properly managed (ISC attendance, skills and governance arrangements)
- 2.3 - Ensure investment issues are communicated appropriately to the Fund's stakeholders



3. FUNDING

- 3.1 - Within reasonable risk parameters, to achieve and then maintain assets equal to 100% of liabilities within reasonable risk parameters and Funding Strategy timescales
- 3.2 - To recognise in drawing up its Funding Strategy, the desirability of employer contributions that are as stable as possible
- 3.3 - To have consistency between Investment and Funding strategies
- 3.4 - To manage employers liabilities effectively, having due consideration of each employer's strength of covenant, by the adoption of employer specific funding objectives.
- 3.5 - Maintain liquidity in order to meet projected net cash flow outgoings
- 3.6 - Minimise unrecoverable debt on termination of employer participation



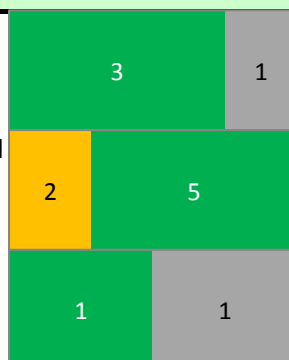
4. ADMINISTRATION

- 4.1 - Deliver a high quality, friendly and informative service to all beneficiaries, potential beneficiaries and employers at the point of need
- 4.2 - Data is protected to ensure security and authorised use only
- 4.3 - Ensure proper administration of financial affairs
- 4.4 - Compliance with Fund's governance arrangements



5. COMMUNICATIONS

- 5.1 - Communicate in a friendly, expert and direct way to our stakeholders, treating all our stakeholders equally.
- 5.2 - Ensure our communications are simple, relevant and have impact and deliver information in a way that suits all types of stakeholder.
- 5.3 - Aim for full appreciation of the pension scheme benefits and changes to the Scheme by all scheme members, prospective scheme members and employers.



Key

- G** = on or exceeding target
- A** = missing target but within agreed tolerance
- R** = missing target by more than agreed tolerance
- Gy** = data not currently available / work in progress

1.1 - Provide a high quality service whilst maintaining value

Measure Purpose: To provide a high quality 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 |
|--|-------|----------|-------|-----------------|----------------|------------------|------------------|----------|--------------|
| | | | | | | | | | |
| 1.1.1 Cost per scheme member | 2nd | quartile | | G | G | 2nd/3rd quartile | 2nd/3rd quartile | Low | Annual (Dec) |
| 1.1.2 Number of scheme member complaints | 2 | | | G | G | 5 | 20 | Low | Quarterly |
| 1.1.3 Number of scheme member compliments | 33 | | | G | G | 15 | 60 | High | Quarterly |
| 1.1.4 Scheme member survey - % of positive answers | 96.4% | % | | G | G | 95% | 95% | High | Annual (Dec) |
| 1.1.5 Employer survey - % of positive answers | 97.3% | % | | G | G | 95% | 95% | High | Annual (Dec) |

Rationale for performance status and trend

1.1.1. Cost per member was £17.81 in 2013/14 (£17.80 in 2012/13) compared to the CIPFA Benchmarking average of £20.75 (£20.87 in 2012/13). This Fund remains in the second quartile. The release of the 2014/15 data by CIPFA has been delayed, and will therefore now feature in the December 2015 scorecard.

1.1.2. The number of complaints received in the 3 months to 30 June 2015 was 2

1.1.3. The number of compliments received in the 3 months to 30 June 2015 was 33

1.1.4. 500 scheme members (employees) were invited to participate in a five question survey conducted in November 2013. 118 members returned completed survey's resulting in a total of 810 answers. Of which 29 were negative responses. The remainder 781 (96.4%) were positive. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

1.1.5. 378 employers were invited to participate in a 10 question survey conducted in November 2013. Of 112 responses 3 were negative which resulted in a 97.3% positive response rate. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

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

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: Kevin McDonald

Data lead: Ian Myers/Jody Evans/Barry Mack

| Status | Value | Units | Previous Status | Current Status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|--------------|
| 1.2.1 Board Members attendance at training | | % | A | Gy | | | | |
| 1.2.2 Board Members completing training needs analysis (TNA) | | % | R | Gy | | | | |
| 1.2.3 Board Members with adequate skills - average scores for comprehensive training need analysis | | % | R | Gy | | | | |
| 1.2.4 Board Member attendance at Board meetings | 76% | % | A | A | 80% | 80% | High | Quarterly |
| 1.2.5 Officer training plans and Supporting Success objectives in place | 96% | % | G | A | 100% | 100% | High | Annual (Jul) |

Rationale for performance status and trend

Elsewhere on the 16 September agenda is a item on the Knowledge & Skills Training Strategy. Measures 1.2.1. 1.2.2. & 1.2.3. will be reviewed in the light of the PSB's consideration of this item.

1.2.4. This represents attendance at Board meetings over the last twelve months.

1.2.5. Supporting Success objectives for Investment Team members have been rolled from 2013/14 into 2014/15 pending review. This impacts upon two members of staff.

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

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

Scope: Actions listed in Business Plan

Measure Owner: Kevin McDonald & Jody Evans

Data lead: Kevin McDonald & Jody Evans

| Status | Value | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|--|-----------------|----------------|----------------------------------|---------------|----------|-----------|
| 1.3.1 Fund Business Plan quarterly review - actions on track | 13% Complete 65% in progress 22% yet to commence | A | A | 30% Complete, 50% in progress | 100% complete | High | Quarterly |

Rationale for performance status and trend

1.3.1 Against a total of 23 actions or projects for the year:

- 3 (13%) complete
- 15 (65%) in progress
- 5 (22%) scheduled to commence later in 2015/16

The business plan is detailed in Annex A of this report.

1.4 - Act with integrity and be accountable to our stakeholders

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: Ian Myers

Data lead: Ian Myers

| Status | Value | Units | Previous status | Current status | Target | Polarity | Frequency |
|---|-------|-------|-----------------|----------------|--------|----------|-----------|
| 1.4.1 Number of complaints made | 0 | | G | G | 0 | Low | On-going |
| 1.4.2 Number of complaints upheld | 0 | | G | G | 0 | Low | On-going |
| 1.4.3 The Pension Strategy Board has provision for representatives of employers and scheme members. Appointees are currently in place. | Yes | | G | G | Yes | High | Quarterly |
| 1.4.4 The Pension Advisory Board has provision for representatives of both employers and scheme members. Appointees are currently in place. | No | | R | G | Yes | High | Quarterly |

Rationale for performance status and trend

1.4.1 Reflects performance over the previous 12 months as at 31 March 2015

1.4.2 Reflects performance over the previous 12 months as at 31 March 2015

1.4.3 This is measured on an on-going basis. Yes = green; No = red.

1.4.4 Since the last meeting of the PSB, the final three appointments to the PAB have been finalised. Yes = green; No = red.

1.5 - Understand and monitor risk and compliance

Measure Purpose: Understand and monitor risk and compliance

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

Measure Owner: Kevin McDonald & Jody Evans

Data lead: Kevin McDonald & Jody Evans

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|----------------|
| 1.5.1 Number of internal audit reviews finding limited/no assurance | 0 | | G | G | 0 | 0 | Low | On-going |
| 1.5.2 Number of internal audit recommendations outstanding | 0 | | G | G | 0 | N/A | Low | On-going |
| 1.5.3 Percentage of risks on the risk register with a residual score that is classified as amber | 15 | % | G | G | <20% | <20% | High | Quarterly |
| 1.5.4 Percentage of risks on the risk register with a residual score that is classified as red | 1 | % | R | R | 0% | 0% | High | Quarterly |
| 1.5.5 Number of matters raised by external auditors relating to Pensions Services | 0 | | G | G | 0 | N/A | Low | Annually (Sep) |

Rationale for performance status and trend

1.5.1 This includes all internal audits conducted in the last 12 months. The 2014/15 internal audit reports for both Pensions Administration and Pensions Investment received good assurance.

1.5.2 The 2014/15 internal audit reports for both Pensions Administration and Pensions Investment contained a total of one moderate recommendation, which has been completed.

1.5.3 The Fund currently has 82 risks in its register, of which 12 have a residual score that is classified as amber. (12 in July). Full details are at Annex B to this report. Measurement: below 20% = green; between 20%-25% = amber; above 25% = red

1.5.4 The Fund currently has 82 risks in its register, of which 1 has a proposed residual score that is classified as red. (1 in July). Measurement: 0% = green; above 0% = red

1.5.5 There are no significant recommendations for Members to note in the 2014/15 Annual Results Report from EY. See item 13 on the 16 September 2015 agenda.

2.1 - Maximise returns from investments within reasonable risk parameters

Data as at: 31 March 2014

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: Kevin McDonald

Data lead: Samantha Andrews

| Status | Value | Units | Previous Status | Current Status | Target | Annual target | Polarity |
|--|-------|---------|-----------------|----------------|--------|---------------|----------|
| 2.1.1 Annual return compared to Peer Group | 1st | ranking | G | G | 1st | 1st | High |
| 2.1.2 Annual Return compared to Benchmark | 14.8 | % | R | G | 13.1% | 13.1% | High |
| 2.1.3 Five year (annualised) return compared to Benchmark | 9.6 | % | G | G | 8.1% | 8.1% | High |
| 2.1.4 Five year (annualised) return compared to central expected return of current investment strategy | 9.6 | % | G | G | 6.4% | 6.4% | High |
| 2.1.5 Five year (annualised) return compared to central expected return of current investment strategy | 9.6 | % | G | G | 7.2% | 7.2% | High |

Rationale for performance status and trend

2.1.1. Based on the Local Authority performance data released by State Street in July 2015, the Essex Pension Fund with 14.8% had the highest annual return of the peer group which consists of Kent, Suffolk, Norfolk, Cambridgeshire & Bedfordshire. The lowest return within the group was 11.1%. Essex also had the highest return of this group of Funds in 2013/14.

2.1.2 The annual return of 14.8% was above the benchmark.

2.1.3 The five year return of 9.6% was above the benchmark.

2.1.4 The five year return of 9.6% was above the central expected return of the current investment strategy.

2.1.5 The five year return of 9.6% was above the expected return of the current investment strategy including investment manager outperformance.

2.2 - Ensure the Fund is properly managed

Measure Purpose: To ensure that the Fund is properly managed

Scope: Attendance at ISC and ISC member skills and knowledge

Measure Owner: Kevin McDonald

Data lead: Samantha Andrews & Barry Mack

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|-----------|
| 2.2.1 ISC Member attendance at ISC meetings | 81 | % | G | G | 80% | 80% | High | On-going |
| 2.2.2 ISC Members completing training needs analysis (TNA) | | | R | Gy | | | | |
| 2.2.3 ISC Members with adequate skills - average scores for comprehensive training need analysis (TNA) | | | A | Gy | | | | |

Rationale for performance status and trend

2.2.1 . This represents attendance at ISC meetings in November 2014, February 2015, March 2015, June 2015, July 2015 and the ISC Appointment Sub Cttee on 19 June 2015.

Elsewhere on the 16 September agenda is a item on the Knowledge & Skills Training Strategy. Measures 2.2.2. & 2.2.3. will be reviewed in the light of the PSB's consideration of this item.

2.3 - Ensure investment issues are communicated appropriately to the Fund's stakeholders

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: Kevin McDonald

Data lead: Kevin McDonald

| Status | Value | Units | Previous status | Current status | Target | Annual target | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|-----------|
| 2.3.1 % of ISC agendas sent out 5 working days before meetings | 100 | % | G | G | 100% | High | Quarterly |
| 2.3.2 % of ISC committee items sent out 5 working days before meetings | 100 | % | G | G | 100% | High | Quarterly |
| 2.3.3 % of draft ISC minutes sent out 7 working days after meetings | 100 | % | G | G | 100% | High | Quarterly |
| 2.3.4 % of draft ISC minutes uploaded to internet 12 working days after meetings | 0 | % | G | G | 100% | High | Quarterly |
| 2.3.5 Number of communication and governance arrangements for the ISC not in place | 0 | | G | G | 0 | High | On-going |

Rationale for performance status and trend

2.3.5 Measure will flag as red if one of the following communications arrangements is not in place:

- ISC Terms of Reference in place and noted at the beginning of the municipal year
- SIP to be reviewed and published annually
- Annual Report & Accounts published by 30 November
- One independent adviser and one institutional investment consultant attended or were available to attend the last ISC meeting
- Briefing report provided to EPFB on the matters dealt with 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.

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

Data as at: February 2014

Measure Purposes: 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: Kevin McDonald

Data leads: Kevin McDonald

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|---|-------|-------|-----------------|----------------|--------|---------------|----------|--------------|
| 3.1.1 Probability of hitting funding target | 61 | % | G | G | 50% | 50% | High | Three yearly |

Rationale for performance status and trend

3.1.1 . Following the Actuarial Valuation, an asset liability study was undertaken by the Fund's Institutional Investment Consultants , Hymans Robertson. This was to be considered by the Investment Steering Committee at its meeting on 24 February 2014.

Based on the assumptions and methodology in the investment consultant's long term stochastic projection model, they have reported that the probability of being fully funded in 21 years' time is 61%

3.2 - To recognise in drawing up its Funding Strategy the desirability of employer contributions that are as stable as possible

Measure Purposes: To recognise the desirability of employer contributions that are as stable as possible

Scope: Fund Employers

Measure Owner: Kevin McDonald

Data lead: Sara Maxey

| Status | Value Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|---|-------------|-----------------|----------------|--------|---------------|----------|-----------|
| 3.2.1 Stability mechanisms are included within the current Funding Strategy | Yes | G | G | Yes | Yes | High | 3 yearly |
| 3.2.2 Each of the 17 major precept raising bodies were offered contributions which increased by no more than 1% per year or 3% per valuation. | Yes | G | G | Yes | Yes | High | 3 yearly |

Rationale for performance status and trend

3.2.1 The Funding Strategy Statement is reviewed at least every three years as part of the Valuation process to include suitable stability mechanisms.

3.2.2 During consultation on the 2013/14 Funding Strategy, each of the 17 major presenting bodies were offered five options for employer contributions. These included an option which would increase employer contributions by no more than 1% (of pensionable pay) in the first year and 3% (of pensionable pay) over the three year Valuation cycle. The 17 major precepting bodies are listed below:

Essex County Council
 Basildon District Council
 Braintree District Council
 Brentwood Borough Council
 Castle Point District Council
 Chelmsford City Council
 Colchester Borough Council
 Epping Forest District Council
 Harlow District Council
 Maldon District Council
 Rochford District Council
 Southend-on-Sea Borough Council
 Tendring District Council
 Thurrock Borough Council
 Uttlesford District Council
 Essex Police Authority
 Essex Fire Authority

3.3 - Consistency between the Investment and Funding strategies

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: Kevin McDonald

Data leads: Samantha Andrews

| Status | Value Units | | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------------|---|-----------------|----------------|--------|---------------|----------|-----------|
| | | | | | | | | |
| 3.3.1 Expected return of investment strategy | 6.4 | % | G | G | 5.8% | 5.8% | High | Annual |
| 3.3.2 Investment strategy reviewed after Asset Liability Study | Yes | | G | G | Yes | Yes | Yes | 3 yearly |

Rationale for performance status and trend

3.3.1 Long term return assumed by Funding Strategy

For the 2013 Valuation the Fund Actuary's assumption for investment return was 5.8%

As part of the review of the Statement of Investment Principles, Investment Consultants Hymans Robertson conducted a review of the Fund's investment structure using their Asset Model (HRAM), the stochastic scenario generator developed by Hymans Robertson LLP, calibrated using market data as at 31 October 2014. The result was an expectation of a 6.4% p.a. return which rose to 7.2% with the inclusion of investment managers outperformance.

3.3.2 Investment Strategy reviewed

This measure highlights that the ISC on 24 February 2014 reviewed the Investment Strategy and its consistency with the Funding Strategy as part of its consideration of the Asset Liability Study, conducted by Hymans Robertson after the 2013 Actuarial Valuation.

3.4 - Manage employers' liabilities effectively

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

Scope: All employers contributing to the scheme

Measure Owner: Kevin McDonald

Data leads: Sara Maxey

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|-----------|
| 3.4.1 Does the Funding Strategy incorporate different funding objectives for different groups of employers ? | Yes | % | G | G | Yes | Yes | High | 3 Yearly |

Rationale for performance status and trend

3.4.1 The draft Funding Strategy, agreed by the Board in September 2013 included different funding objectives for different groups of employers. This was also the case for the Funding Strategy that accompanied the previous Actuarial Valuation in 2010.

3.5 - Maintain liquidity in order to meet projected net cash flow outgoings

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

Measure Owner: Kevin McDonald

Data lead: Sara Maxey & Sam Andrews

Status

| | Value | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|---|-------|-----------------|----------------|--------|---------------|----------|-----------|
| 3.5.1 Sufficient investment income is available to supplement contribution income to meet benefit payments. | Yes | GY | G | Yes | Yes | High | Ongoing |

Rationale for performance status and trend

3.5.1

This new measure was agreed by the ISC at its meeting on 22 July 2015.

The Fund is will use some investment income to pay benefits during 2015/16.

3.6 - Minimise unrecoverable debt on termination of employer participation

Measure Purpose: To highlight unrecoverable, or potentially unrecoverable, deficit due to employers leaving the Fund

Scope: All employers contributing to the scheme

Measure Owner: Kevin McDonald

Data leads: Sara Maxey

Status

| | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|-----------|
| 3.6.1 Potentially unrecoverable deficit due to employers leaving scheme (as a percentage of Total Fund deficit) | 0.000 | % | G | G | 0.00% | 0.00% | Low | Quarterly |
| 3.6.2 Deficit unrecoverable due to employers leaving scheme (as a proportion of Total Fund deficit) | 0.000 | % | G | G | 0.00% | 0.00% | Low | Quarterly |

Rationale for performance status and trend

3.6.1 Scoring:

0% = Green.
Below 0.02% (£250,000) = Amber.
Above 0.02% = Red

There have been no potentially unrecoverable deficits during the last quarter.

3.6.2 Scoring:

0% = Green.
Below 0.02% (£250,000) = Amber.
Above 0.02% = Red

There have been no confirmed unrecoverable deficits during the last quarter.

The Fund's total deficit as at 31 March 2013 Actuarial Valuation was £953m.

4.1 (Annual) - Deliver a high quality, friendly and informative service

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 | CIPFA Average | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|---------------------|---------------|----------|--------------|
| 4.1.1 Letter detailing transfer in quote issued within 10 working days (375 cases) | 96.3% | % | A | G | 95.0% | 89.5% | High | Annual (Dec) |
| 4.1.2 Letter detailing transfer out quote issued within 10 working days (494 cases) | 97.8% | % | A | G | 95.0% | 92.1% | High | Annual (Dec) |
| 4.1.3 Letter detailing process of refund and payment made within 5 working days (237 cases) | 95.3% | % | A | G | 95.0% | 87.1% | High | Annual (Dec) |
| 4.1.4 Letter notifying estimated retirement benefit amount within 10 working days (2760 cases) | 97.3% | % | G | G | 95.0% | 90.8% | High | Annual (Dec) |
| 4.1.5 Letter notifying actual retirement benefits and payment made of lump sum retirement grant within 5 working days (1887 cases) | 96.3% | % | G | G | 95.0% | 92.5% | High | Annual (Dec) |
| 4.1.6 Letter acknowledging death of active /deferred / pensioner member within 5 working days (962 cases) | 99.5% | % | G | G | 95.0% | 90.9% | High | Annual (Dec) |
| 4.1.7 Letter notifying the amount of dependent's benefits within 5 working days (962 cases) | 95.7% | % | G | G | 95.0% | 91.3% | High | Annual (Dec) |
| 4.1.8 Calculate and notify deferred benefits within 10 working days (5860 cases) | 98.3% | % | R | G | 95.0% | 76.4% | High | Annual (Dec) |
| 4.1.9 Annual benefit statements issued to active members by 31 August. | 93.0% | % | G | A | 95.0% | 95.0% | High | Annual (Aug) |
| 4.1.10 Annual benefit statements issued to deferred members by 30 June. | Yes | | G | G | Yes | N/A | High | Annual (Jun) |
| 4.1.11 New IDRPs appeals during the year | 2 | | G | G | Below CIPFA average | Pending | Low | Annual (Dec) |
| 4.1.12 IDRPs appeals - number of lost cases | 0 | | G | G | Below CIPFA average | Pending | Low | Annual (Dec) |

4.1.1 - 4.1.8 The Fund is aiming for a target of 95%. Above 95% = green, above 85% = amber, below 85% equals red.

The release of the 2014/15 data by CIPFA has been delayed, and will therefore now feature in the December 2015 scorecard.

4.1.9 As highlighted in the cover report to this item, Annual Benefit Statements were issued to 93% of active members by 31 August 2015.

4.1.10 The last dispatch of these statements to Deferred members was in June 2015. The previous dispatch was in June 2014

4.1(Quarterly) - Deliver a high quality, friendly and informative service

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 | CIPFA Average | Polarity | Frequency |
|--|-------|--------|-----------------|----------------|--------|---------------|----------|-----------|
| 4.1.13 Number of payments errors | 0 | number | G | G | <9 | N/A | Low | Quarterly |
| 4.1.14 Payment of death grant not made in line with nomination or next of kin. | 0 | | G | G | 0 | N/A | High | Quarterly |

4.1.13 Measure captures the number of errors made by Pensioner Payroll which have resulted in scheme members being paid the wrong amount. During last 3 months, 0 payments errors to scheme members. Quarterly target Green = <9; Amber = <16, Red = >16.

4.1.14 Details of the payment of death grants are set out below:

| Payment of Death Grants detailed analysis | March '15 quarter | June '15 quarter |
|--|-------------------|------------------|
| A: Notifications of Scheme Member deaths received | 39 | 51 |
| B: Number within A with death grant nomination | 20 | 28 |
| C: Number within B paid in line with nomination held | 20 | 25 |
| D: Number within A paid to next of kin (in instances of predeceased nominee) | 0 | 3 |
| E: Number within A without death grant nomination | 19 | 23 |
| F: Number within D paid to next of kin | 19 | 23 |
| G: Other | 0 | 0 |

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

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

Scope: All service area budgets within the directorate

Measure Owner: Kevin McDonald

Data lead: Jody Evans

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|---|-------|-------|-----------------|----------------|--------------------------|--------------------------|----------|-----------|
| 4.2.1 Number of information security breaches | 81 | | G | A | 0 | 0 | Low | Quarterly |
| 4.2.2 Actions in place for all breaches | 81 | | G | G | Actions in place for all | Actions in place for all | N/A | Quarterly |

Rationale for performance status and trend

4.2.1 There has been a data breach within the quarter.

Over 12,500 letters were distributed to Fund members who had a change in their circumstances (i.e. joined the Fund voluntarily, brought into the Fund by auto-enrolment, changed job or started a second job) since the migration to the new CIVICA/UPM system in November 2014.

Of this total, 81 letters (0.6%) wrongly combined names with the wrong address. This was the result of human error during the bulk upload of data to the new system.

This breach has been reported in line with ECC's data breach protocols.

Green = 0 breaches

Amber = 1 or more medium or minor breaches

Red = 1 or more major or critical breaches

4.2.2 81 revised letters have been distributed explaining and correcting the situation. The data on UPM has been corrected.

4.3 - Ensure proper administration of financial affairs

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

Scope: Investments and Contributions

Measure Owner: Kevin McDonald

Data leads: Samantha Andrews & Sara Maxey

| Status | Value | Units | Previous status | Current status | Current target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|----------------|---------------|----------|-----------|
| 4.3.1 % of monthly reconciliations of equity and bond investment mandates which are timely | 0% | % | A | G | 0% | 100% | High | Quarterly |
| 4.3.2 % of contributing employers submitting timely payments | 97.2 | % | A | A | 100% | 100% | High | Quarterly |

Rationale for performance status and trend

4.3.1 In the quarter up to June 2015 the Investment team's tasks centre on closing the year end accounts. The target for reconciliations is therefore 0%.

4.3.2 For the quarter ending June 2015 **97.2%** of employers submitted timely payments. In cash terms this equated to **99.7%** of a total employer contribution of £36.4m.

4.4 - Compliance with the Fund's governance arrangements

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: Ian Myers/Jody Evans/Kevin McDonald

Data lead: Ian Myers/Jody Evans/Kevin McDonald

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|--------|-----------------|----------------|--------|---------------|----------|-----------|
| 4.4.1 % of Board agendas sent out 5 working days before meetings | 100 | % | G | G | 100% | 100% | High | Quarterly |
| 4.4.2 % of Board items sent out 5 working days before meetings | 100 | % | G | G | 100% | 100% | High | Quarterly |
| 4.4.3 % of draft Board minutes available 7 working days after meetings | 80 | % | G | R | 100% | 100% | High | Quarterly |
| 4.4.4 % of Board minutes uploaded to internet 12 working days after meetings | 100 | % | G | G | 100% | 100% | High | Quarterly |
| 4.4.5 Compliance with governance arrangements - number of governance arrangements not in place | 0 | number | G | G | 0 | 0 | High | On-going |

Rationale for performance status and trend

4.4.5 Measure will flag as red if one of the following governance arrangements is not in place:

- Pension Fund Business Plan in place and renewed at the beginning of the financial year
- An Employer Forum has taken place during the last year - Fund is compliant
- The last Employer Forum received reports and representation from the ISC and EPFB - Fund is compliant

NB: Compliance with Board Membership arrangements is covered at measure 1.4.4

5.1 - Communicate in a friendly, expert and direct way to our stakeholders, treating all our stakeholders equally.

Measure Purpose: Communicate in a friendly, expert and direct way to our stakeholders, treating all our stake holders equally.

Scope: All scheme members and employers

Measure Owner: David Tucker

Data lead: Matt Mott

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|-------|-------|-----------------|----------------|--------|---------------|----------|--------------|
| 5.1.1. % of positive responses from the scheme member survey. - <i>Helpfulness of the Pensions Teams.</i> | 99.1 | % | G | G | 95% | 95% | High | Annual (Dec) |
| 5.1.2. % of positive responses from the Employer Survey. - <i>Expertness of Pensions Teams.</i> | 99.1 | % | G | G | 95% | 95% | High | Annual (Dec) |
| 5.1.3. % of positive responses from the Employer Survey. - <i>Pensions Teams are friendly and Informative.</i> | 100 | % | G | G | 90% | 90% | High | Annual (Dec) |
| 5.1.4. A Communication Policy is in place for the current year. | | | Gy | Gy | Yes | Yes | High | Annual (Dec) |

Rationale for performance status and trend

5.1.1 In November 2013 a scheme member survey was issued, 500 scheme members were invited to participate and 111 responses were received to the question to 'How would you rate the Essex Pension Fund on helpfulness of staff?'. Only one negative response was received resulting in a 99.1% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.1.2 In November 2013 an employer survey was issued, 378 employers were invited to participate and 110 responses were received to the question to 'How would you rate Essex Pension Fund staff on their level of expertise?'. Only one negative response was received resulting in a 99.1% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.1.3 In November 2013 an employer survey was issued, 378 employers were invited to participate and 111 responses were received to the question to 'How would you rate Essex Pension Fund staff on being friendly and informative?'. No negative response was received resulting in a 100% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.1.4 A review of the Communication Policy is scheduled for later in the year.

5.2 - Ensure our communications are simple, relevant and have impact. To deliver information in a way that suits all types of stakeholder

Measure Purpose: Ensure our communications are simple, relevant and have impact. To deliver information in a way that suits all types of stakeholder

Scope: All Scheme members and employers

Measure Owner: David Tucker

Data lead: Matt Mott

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|--|--------|-------|-----------------|----------------|----------|---------------|----------|--------------|
| 5.2.1. % of positive responses from the Scheme member Survey - <i>Clarity of website information.</i> | 97.1% | % | G | G | 95.0% | 95.0% | High | Annual (Dec) |
| 5.2.2. % of positive responses from the Scheme Member Survey - <i>Understandable Annual Benefit Statements.</i> | 82.0% | % | A | A | 95.0% | 95.0% | High | Annual (Dec) |
| 5.2.3. % of positive responses from the Scheme Member Survey - <i>Communications that suit needs, easy to understand and relevant.</i> | 99.1% | % | A | G | 95.0% | 95.0% | High | Annual (Dec) |
| 5.2.4. % of positive responses from the Employer Survey - <i>Clarity of Website information.</i> | 92.4% | % | G | A | 95.0% | 95.0% | High | Annual (Dec) |
| 5.2.5. Increase in response of the Scheme Member Survey compared to last year. | 43.9% | % | G | G | Increase | Increase | High | Annual (Dec) |
| 5.2.6. Increase in response rate of the Employer Survey compared to last year. | 169.8% | % | G | G | Increase | Increase | High | Annual (Dec) |
| 5.2.7 Employer survey - feedback on training and educational materials - % of positive responses | 99.1% | % | G | G | 95.0% | N/A | Low | Annual (Dec) |

5.2.1 - In November 2013 a scheme member survey was issued, 500 scheme members were invited to participate and 68 responses were received to the question to 'How clear is the information available on the Essex Pension Fund website?'. Only two negative response was received resulting in a 97.1% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.2 - In November 2013 a scheme member survey was issued, 500 scheme members were invited to participate and 111 responses were received to the question to 'How easy was the information in your annual benefit statement to understand?'. 20 negative response was received resulting in a 82% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.3 - In November 2013 a scheme member survey was issued, 500 scheme members were invited to participate and 114 responses were received. Only one negative response was received resulting in a 99.1% positive response. The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.4 - In November 2013 an employer survey was issued, 378 employers were invited to participate and 105 responses were received to the question to 'How clear is the information available on the Essex Pension Fund website?'. Eight negative responses was received resulting in a 92.4% positive response. . The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.5 - In November 2013 a scheme member survey was issued, 500 scheme members were invited to participate and 118 responses were received. In 2012 82 responses were received. This is an increase in respondents of 36 (43.9%). The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.6 - In November 2013 an employer survey was issued, 378 scheme members were invited to participate and 116 responses were received. In 2012 43 responses were received. This is an increase in respondents of 73 (169.8%). The latest survey is currently underway and the results will be included within the December 2015 scorecard.

5.2.7 - In November 2013 an employer survey was issued, 378 employers were invited to participate and 112 responses were received when asked about feedback on training materials and educational materials. Only one negative response was received resulting in a 99.1% positive response. In 2012 the result showed a 95.3% positive response. 116 survey responses that were received 4 respondents chose not to answer this question. The

5.3 - Aim for a full appreciation of the pension scheme benefits and changes to the Scheme by all scheme members, prospective scheme members and employers

Measure Purpose: Aim for a full appreciation of the pension scheme benefits and changes to the Scheme by all scheme members, prospective scheme

Scope: All scheme members and employers

Measure Owner: David Tucker

Data lead: Matt Mott

| Status | Value | Units | Previous status | Current status | Target | Annual target | Polarity | Frequency |
|---|-------|-------|-----------------|----------------|--------|---------------|----------|--------------|
| 5.3.1. % of opt outs is within reasonable parameters | | % | Gy | GY | 0.10% | 0.10% | N/A | Quarterly |
| 5.3.2. % of positive responses from the Employer Survey - <i>Information available is helpful in employers understanding their responsibilities</i> | 97.3% | % | G | G | 95% | 95% | | Annual (Dec) |

Rationale for performance status and trend

5.3.1 This measure is under development.

5.3.2 In November 2013 an employer survey was issued, 378 employers were invited to participate and 112 responses were received when asked about feedback on information available is helpful to employers understanding their responsibilities. Only three negative response were received resulting in a 97.3% positive response. In 2012 the result showed a 95.3% positive response. 116 survey responses that were received 4 respondents chose not to answer this question. The latest survey is currently underway and the results will be included within the December 2015 scorecard.