



**SOUTH YORKSHIRE  
PENSIONS AUTHORITY**

Business Planning and  
Performance Framework 2015/16  
for the Pensions Service  
and Pensions Authority

**Performance Snapshot Report  
2015/16: Q2**

**ISSUED: December 2015**

The strategic framework in outline

Pensions Service Strategic Objectives	Area of Impact
1: The Best	1.1: Engaging with all our partners, including employers, to ensure that we understand and meet their agreed needs 1.2: Providing an accurate and timely service to all customers 1.3: Gaining and retaining external recognition through quality standards awards such as Charter Mark and Customer Service Excellence 1.4: Ensuring that we continue to provide Value for Money
2: Investment returns	2.1: Monitoring performance against the adopted benchmark and targets
3: Responsible Investment	3.1: Developing and implementing a responsible investment policy that is compatible with the fiduciary duties of the Fund 3.2: Adopting a voting strategy and guidelines specific to the Fund's requirements and ensuring that it is regularly reviewed in accordance with industry best practice
4: Valuing our Employees	4.1: Maintaining a competent, valued and motivated workforce. 4.2: Encouraging personal development to improve knowledge, skills and effectiveness.
5: Pensions Planning	5.1: Providing information through written material to all customers 5.2: Developing interactive website facilities 5.3: Encouraging attendance at annual events to provide forums for discussion 5.4: Maintaining an "on-site" presence to address personal concerns
6: Effective and Transparent Corporate Governance	6.1: Clarifying functions and roles towards delivering a common purpose 6.2: Promoting good governance through upholding high standards of conduct and behaviour 6.3: Developing the capacity and capability of members and officers to be effective 6.4: Ensuring robust accountability

*Snapshot performance results for each Strategic Objective and Area of Impact appear on the following pages*

## Pensions Service Strategic Objectives

### 1. The Best

Area under Review	Activity During Quarter	Target	Status/Comment
<b>Transactions with Members</b>	19313 cases of which 61.92% were on target	97%	Backlog following UPM implementation still affecting overall performance but 4000 additional cases completed in the period and an improvement in performance of 8%.

### 2. Investment Returns

Area under Review		Target	Status/Comment
<b>Fund Value</b>	£5875.8m	N/A	£6096.2m at end June.
<b>Performance Against Benchmarks</b>	Qtr -3.2% YTD -5.6%	Qtr -3.6% YTD -6.2%	Global equity markets were volatile over the quarter with emerging markets being the worst performers. Expectation is for slower global growth with deflationary pressures increasing after China's decision to marginally devalue the yuan in August. Bond markets returned to favour given the increasingly uncertain backdrop.

### 3. Responsible Investment

Area under Review	Activity During Quarter	Target	Status/Comment
<b>Responsible Investment</b>	Reviewed our policies relating to climate change. Agreed to engage a specialist contractor to conduct a carbon footprint of the Fund's portfolios. Renewed the Statement of Investment Principles		
Shareholder Engagement			

### 4. Valuing Our Employees

Area under Review	Activity During Quarter	Target	Status/Comment
<b>Staff Turnover</b>	0 Leaver 1 New Starters (temporary)	Annual 4.25%	On target
<b>Staff Training</b>	LGA Training Courses – Divorce and LGPS 2014 residential.	Plan 100% up to date	On target
<b>Sickness Monitoring</b>	3.8% total	None	2.8% of sickness absence relates to two members of staff on long-term sick leave.

### 5. Pensions Planning

Area under Review	Activity During Quarter	Target	Status/Comment
<b>Interactive Facilities</b>	13 new employers registered for EPIC this period	N/A	321 employers (94%) now registered for Epic. Non-Epic employers only represent 83 active members.

	Online registration suspended pending new system		Fee retained until viable system produced by supplier
<b>Face to Face Communication</b>	552 Advisory Sessions Held	Less than 0.5% complaints	No complaints received.
<b>Employer Activity</b>	10 New Employers (8 Academies 2 Contractors  0 Terminations	N/A	There are currently 419 participating employers of which 344 have active members and there are a further 30 in the pipeline.

## **Pensions Authority Strategic Objectives**

### 6. Effective & Transparent Corporate Governance

<b>Area under Review</b>	<b>Activity During Quarter</b>	<b>Target</b>	<b>Status/Comment</b>
<b>Internal Audit</b>	No update reported.	100%	On target
<b>Annual and Quarterly Reports</b>			
<b>External Audit Reports /Plans</b>	July - report to the charged with governance (ISA 260) considered by CP&GB	100%	On target
<b>Risk Management Annual and Quarterly Reports</b>	July – CP&GB considered Risk Register	100%	On target
<b>Constitution Policy /Procedure Revision Dates</b>	July - Financial Regulations Interim Review completed	100% Up to date	
<b>Financial Reporting</b>	July - Budget Monitoring report - Quarter 1 considered by CP&GB	100% achievement of reporting schedule	On target.

Area under Review	Activity During Quarter	Target	Status/Comment
<b>Annual Governance Statement Conclusion</b>		No Significant Weaknesses	Accuracy of pay and contributions identified. Action continuing.
<b>Annual Self-Assessment</b>			No significant issues
<b>Member Training</b>	4 Members attended Effective Audit Committee training	100% Induction & Fundamentals Training & Fundamentals Refresher	<p>66.5% had induction.</p> <p>66.5% had Fundamentals Day 1.</p> <p>66.5% had Fundamentals Day 2.</p> <p>66.5% had Fundamentals Day 3.</p> <p>42% had Fundamentals Refresher Training</p> <p>2 new Members booked on Fundamentals 2015</p>