



**SOUTH YORKSHIRE  
PENSIONS AUTHORITY**

Business Planning and  
Performance Framework 2017/18  
for the Pensions Service  
and Pensions Authority

**Performance Snapshot Report  
2017/18: Q1**

**ISSUED: October 2017**

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<br>1.2: Providing an accurate and timely service to all customers<br>1.3: Gaining and retaining external recognition through quality standards awards such as Charter Mark and Customer Service Excellence<br>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<br>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.<br>4.2: Encouraging personal development to improve knowledge, skills and effectiveness.   |
| 5: Pensions Planning                              | 5.1: Providing information through written material to all customers<br>5.2: Developing interactive website facilities<br>5.3: Encouraging attendance at annual events to provide forums for discussion<br>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<br>6.2: Promoting good governance through upholding high standards of conduct and behaviour<br>6.3: Developing the capacity and capability of members and officers to be effective<br>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> | 13,772 cases of which 75% were on target | 97%    | Performance dipped in the early part of the quarter as the reorganisation was implemented and waited for new staff to arrive during late April and May. By June performance had increased to 79.2% and production in June was double that in April. We are now confident that incremental improvement will be achieved. |

### 2. Investment Returns

| Area under Review                     |                      | Target               | Status/Comment  |
|---------------------------------------|----------------------|----------------------|---|
| <b>Fund Value</b>                     | £7823.1m             | N/A                  | £7614.4m at end March.  |
| <b>Performance Against Benchmarks</b> | Qtr 1.1%<br>YTD 1.1% | Qtr 0.7%<br>YTD 0.7% | Positive global economic data continued to provide momentum for global equity markets. Government bond markets were initially supported by accommodative monetary policy but sold off in the final week of the quarter as Central Banks appeared to become more hawkish. Crude oil prices fell as inventories and production in the US increased at a faster rate than expected and OPEC members extended production cuts |

but these were not as deep as the markets had been anticipating.

### 3. Responsible Investment

| Area under Review             | Activity During Quarter  | Target | Status/Comment |
|-------------------------------|--|--------|----------------|
| <b>Responsible Investment</b> | Signed up to the Workforce Disclosure Initiative which is a new project focusing on human capital management |        |                |
| Shareholder Engagement        |  |        |                |

### 4. Valuing Our Employees

| Area under Review     | Activity During Quarter                            | Target               | Status/Comment  |
|-----------------------|--|----------------------|---|
| <b>Staff Turnover</b> | 0 Leaver<br>14 New Starters                        | Annual 4.25%         | One off large influx due to the reorganisation and filling of vacant posts. |
| <b>Staff Training</b> | Basic Training for all new staff.<br><br>First Aid | Plan 100% up to date | Mostly internal training this quarter.                                      |

|                            |            |      |  |
|----------------------------|------------|------|--|
| <b>Sickness Monitoring</b> | 2.7% total | None | A reduction from the previous quarter. |
|----------------------------|------------|------|--|

## 5. Pensions Planning

| Area under Review                 | Activity During Quarter   | Target                    | Status/Comment  |
|-----------------------------------|---|---------------------------|---|
| <b>Interactive Facilities</b>     | 5 new employers registered for EPIC this period<br><br>MyPension    | N/A                       | 426 employers now registered for Epic. Just 5 members not covered by an EPIC registered employer<br><br>7480 members registered to date. Registration is on the increase with 1320 new logins this quarter. |
| <b>Face to Face Communication</b> | 510 Advisory Sessions Held  | Less than 0.5% complaints | No complaints received.   |
| <b>Employer Activity</b>          | 23 New Employers (19 Academies 4 Contractors)<br><br>0 Terminations | N/A                       | There are currently 546 participating employers of which 462 have active members and there are a further 39 in the pipeline.  |

## Pensions Authority Strategic Objectives

### 6. Effective & Transparent Corporate Governance

| Area under Review     | Activity During Quarter                                    | Target | Status/Comment |
|-----------------------|--|--------|----------------|
| <b>Internal Audit</b> | June - Internal Audit Progress Report considered by CP&GB. | 100%   | On target      |

| Area under Review                                    | Activity During Quarter  | Target  | Status/Comment   |
|--|--|---|--|
| <b>Annual and Quarterly Reports</b>                  | June - Internal Audit Annual Report and Charter considered by CP&GB    |   |  |
| <b>External Audit Reports /Plans</b>                 | July – External Audit Governance Report (ISA 260) considered by CP&GB. | 100%  | On target  |
| <b>Risk Management Annual and Quarterly Reports</b>  | June & July – Risk Register considered by CP&GB                        | 100%  | On target  |
| <b>Constitution Policy /Procedure Revision Dates</b> |  | 100% Up to date   |  |
| <b>Financial Reporting</b>                           | June & July - Budget Monitoring report considered by CP&GB             | 100% achievement of reporting schedule                          | On target.   |
| <b>Annual Governance Statement Conclusion</b>        | June – Annual Governance Statement considered by CP&GB                 | No Significant Weaknesses                                       | Recovery of performance following implementation of UPM identified. Issues arising from the implementation of government proposals to pool investment assets identified. Issues arising out of the restructuring of the SYTPF. Actions continuing. |
| <b>Annual Self-Assessment</b>                        |  |   | No significant issues  |
| <b>Member Training</b>                               | July – 6 members attended Induction Training                           | 100% Induction & Fundamentals Training & Fundamentals Refresher | 92% had induction.<br>83% had Fundamentals Day 1.  |

| Area under Review | Activity During Quarter | Target | Status/Comment                          |
|-------------------|-------------------------|--------|---|
|                   |                         |        | 83% had Fundamentals Day 2.             |
|                   |                         |        | 91.5% had Fundamentals Day 3.           |
|                   |                         |        | 42% had Fundamentals Refresher Training |