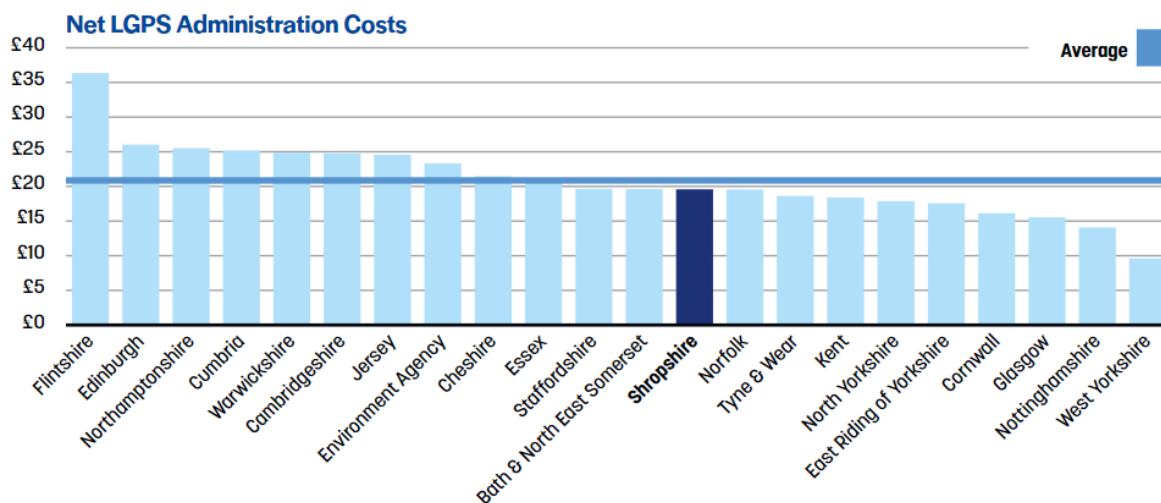
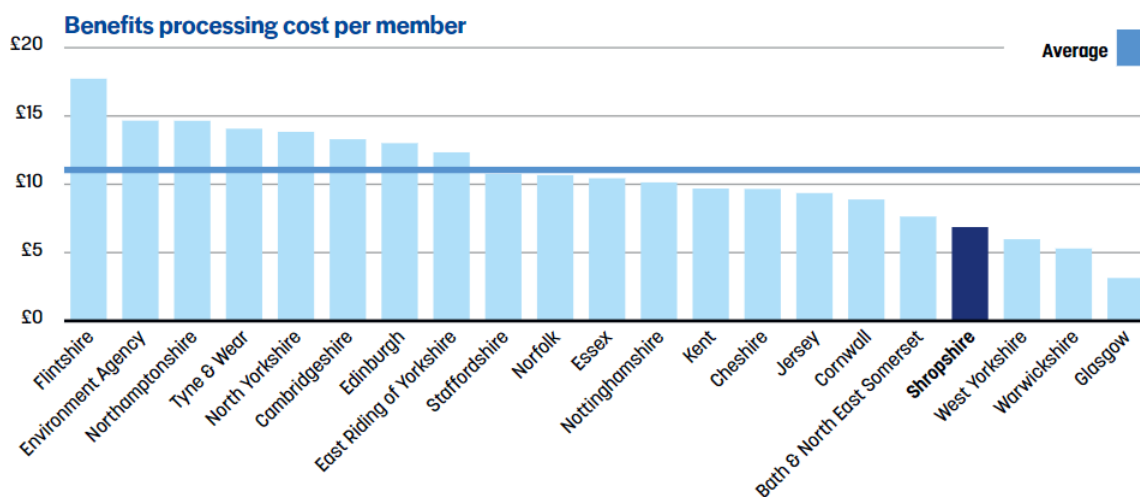


Graph 1 illustrates the net cost per member of providing a service to active, retired and deferred members. In 2020/2021, the fund has a net cost of £19.58 per member. The average cost per member for all authorise taking the survey was £20.86.



Graph 2 shows that benefit processing costs was £6.87 per member, which was below the average of the group of £11.05.



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Graph 3 shows in 2020/2021 the membership engagement cost per member was £2.47, which was above the average of the group of £1.80.

