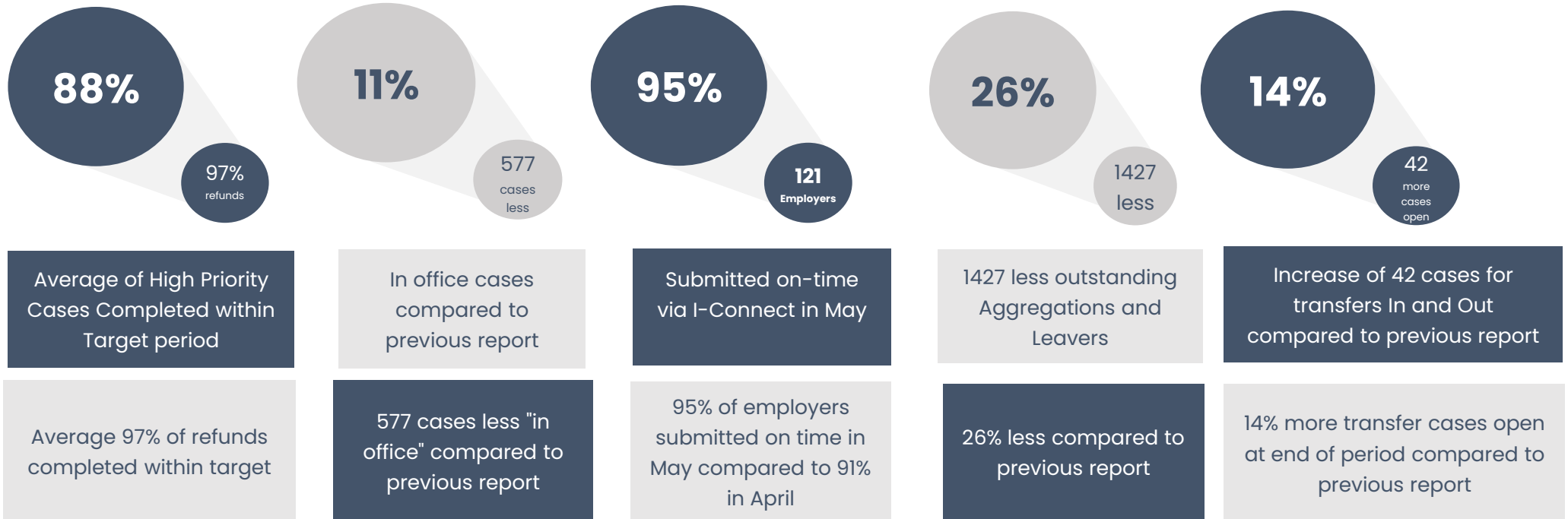# Appendix 3 - Administration KPI`s

An analysis of the adminisrative performance over the period

From 1 May 2023 - 30 June 2023

Wiltshire Pension Fund

88%

97% refunds

Average of High Priority Cases Completed within Target period

Average 97% of refunds completed within target

11%

577 cases less

In office cases compared to previous report

577 cases less "in office" compared to previous report

95%

121 Employers

Submitted on-time via I-Connect in May

95% of employers submitted on time in May compared to 91% in April

26%

1427 less

1427 less outstanding Aggregations and Leavers

26% less compared to previous report

14%

42 more cases open

Increase of 42 cases for transfers In and Out compared to previous report

14% more transfer cases open at end of period compared to previous report

Internally set targets (Fund)

The Fund's internally set administration targets are set to help met the goals of the Fund's business plan. The Fund also must meet certain disclosure targets, but these will now only be monitored on an exceptions basis (i.e. if we are failing).

Table 1: Performance over 1 May to 30 June 2023

Priority Category	Process	SLA (Working days)	Tolerable Performance	Closing cases prior report	Terminated Cases	Cases Open at Start	Cases received	Cases processed	Cases open at end	Case Change	Completed on target
High	Deaths	5/10/20 days	95%	437	-119	318	396	423	291	🟢	84%
High	Retirements	10/20 days	95%	540	-134	406	475	518	363	🟢	80%
High	Refunds	10 days	95%	9	-7	2	117	112	7	🔴	98%
Medium	Transfers Out	10/20 days	90%	270	-43	227	180	119	288	🔴	30%
Medium	Transfers In	10/15/20 days	90%	25	-7	18	12	6	24	🔴	50%
Medium	Aggregations	23 days - 1 year	90%	3165	-779	2386	652	827	2211	🟢	55%
Medium	Leavers	23 days - 46 days	90%	3370	-544	2826	1297	1547	2576	🟢	51%
Medium	Divorce	20 - 25 days	90%	24	-1	23	38	7	54	🔴	86%

Open cases at end of period	Reply Due	In Office	Of which: Currently within SLA	Of which: Already beyond SLA
Deaths	243	48	19	29
Retirements	188	175	137	38
Refunds	7	0	0	0
Transfers Out	138	150	71	79
Transfers In	14	10	5	5
Aggregations	214	1997	602	1395
Leavers	193	2383	488	1895
Divorce	22	32	23	9
Total	**1019**	**4795**	**1345**	**3450**

*Table 1 shows the Fund's process times against the timeframes set out
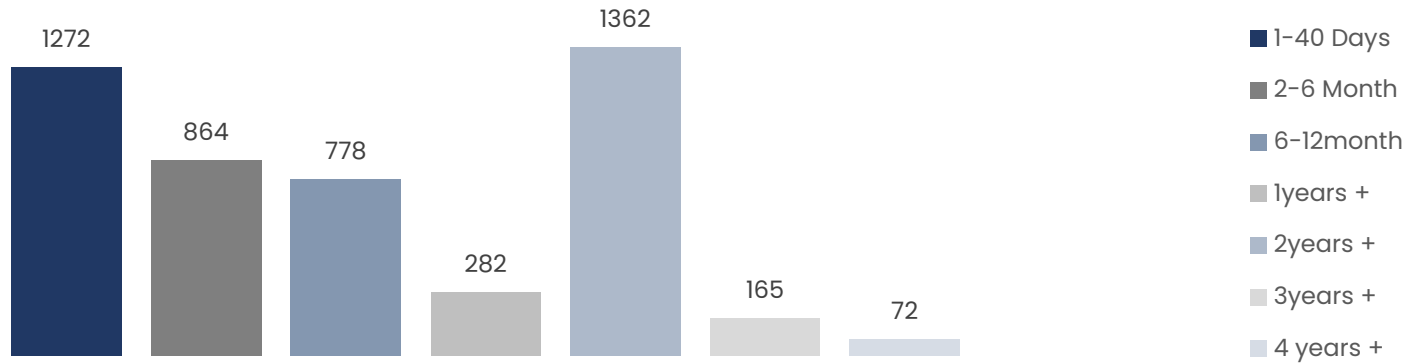
in the administration strategy

Table 2: Monthly breakdown of completion on target percentage

Priority Category	Process	SLA (Working days)	Tolerable Performance	Quarterly Average (Jan-Mar)	April	May	June
				Completed on target			
High	Deaths	5/10/20 days	95%	85%	85%	79%	92%
High	Retirements	10/20 days	95%	82%	83%	77%	84%
High	Refunds	10 days	95%	97%	94%	100%	96%
Medium	Transfers Out	10/20 days	90%	42%	62%	34%	29%
Medium	Transfers In	10/15/20 days	90%	56%	67%	33%	67%
Medium	Divorce	20 - 25 days	90%	62%	100%	0%	86%
Medium	Aggregations	23 days - 1 year	90%	67%	80%	75%	46%
Medium	Leavers	3 days - 46 day	90%	51%	51%	54%	49%

Table 3: 'In Office' (as at 30 June 2023)

Priority level	Process	Age Analysis (working days)							Total
		1-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	
High	Deaths	41	7	0	0	0	0	0	48
High	Retirements	165	5	3	2	0	0	0	175
High	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	119	31	0	0	0	0	0	150
Medium	Transfers In	9	1	0	0	0	0	0	10
Medium	Aggregations	324	342	90	159	1043	17	22	1997
Medium	Leavers	587	473	685	121	319	148	50	2383
Medium	Divorce	27	5	0	0	0	0	0	32

*The leaver and aggregation scores are reliant on bringing case numbers down and therefore the existing KPI target scores are likely to worsen while older cases are cleared. With both Officers and Hymans working on aggregations we can see that this is starting to have an impact on the statistics.

Legend:
- 1-40 Days
- 2-6 Month
- 6-12month
- 1years +
- 2years +
- 3years +
- 4 years +

Bar chart values: 1272, 864, 778, 282, 1362, 165, 72

4. i-Connect onboarding progress figures at end of period

	Number onboarded	Number left to onboard	Completion rate
Active members	Data unattainable at this time - to be arranged for next report		
Employers			

*Table 4 shows the progress in onboarding employers on to i-Connect. I-Connect onboarding is currently on hold while we establish solid foundations for the checking and monitoring of receipt of employer data.

*Outstanding employers updates (major employers): *Swindon Borough Council (SBC) and FS4S (a payroll provider), Wiltshire Police and New College (which collectively cover over 90% of remaining active membership not already onboarded). In all cases, their onboarding has been complicated by changes they have made to teir payroll system.

5. MSS (My Wiltshire Pension) take up

	As at 04/07/2023		
	Active	Deferred	Total
Registered	11,587	13,575	25,162
Total	23,841	32,010	55,851
Percentage	43%	57%	100%
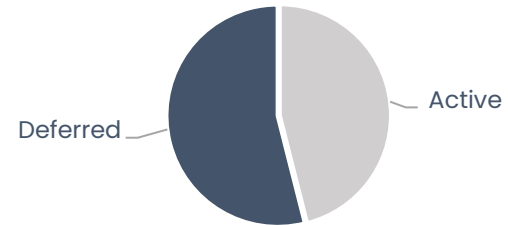
*Excludes members with password resets or disabled account.

Active Members

Employers

Deferred — Active

Internal targets - Employers

6. i-Connect submission performance

Size of Scheme	Apr			May			June		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small	114	11	91%	106	6	95%	40	0	100%
Medium	7	2	78%	7	1	88%	2	0	100%
Large	1	0	100%	1	0	100%	0	0	0%
Total	122	13	90%	114	7	94%	42	0	100%

*size of scheme - small <250members, medium 250 members +, large >1000 members

*Newly onboarded employers are not included with the performance statistics as typically more support is needed in the initial months and therefore the normal deadlines do not apply.

*All employers onboarded on to i-Connect are required to submit their return by the 19th of the month following the month the data relates to.

tPR Data performance measures

The Pension Regulator (tPR) helps regulate each LGPS's Fund compliance with various legislation. In respect of administrative performance, tPR focuses on Common and Conditional data measures. The Fund is required to submit its scores against these measures each year as part of its Scheme Return

98

tPR Common Data
Percentage score at 1 November 2022
-1% increase since 1 November 2021

Common Data various data measures it expects all Pension Funds to hold (e.g., name, address etc).

96

tPR Conditional Data
Percentage score at 1 November 2022
+1% increase since 1 November 2021

Conditional/Scheme Specific data scores are those data types which are needed for the administration of that specific scheme. For the LGPS, the Scheme Advisory Board (SAB) has determined the relevant data items.

98.7

Active Annual Benefit Statements (ABS)
Percentage score at 31 August 2022
-0.8% increase since 31 August 2021

The Fund is required under the LGPS Regulations to produce active ABSs by the 31 August of each year The Fund currently uploads all ABS to the member portal.
The active Annual Benefit Statement score is slightly short of the target of 99%. Most of failures relate to Swindon Borough Council employees, due to their ongoing administrative difficulties following their change of payroll system early this year.
However, this score is still relatively high compared to previous years:
2021: 99.5%; 2020: 96.9%; 2019: 95.0%; 2018: 93.9%.

100

Pension Saving Statements
Percentage score at 6 October 2022

All Pension Saving Statements (relating to annual allowance tax charges) were sent on time despite a number of delays with receiving data from certain employers (in particular, Swindon Borough Council). All active members were analysed (c23,000) to see whether they exceeded
the annual allowance limit and the final exercise resulted in 90 statutory statements being sent and 36 members being likely to need to pay a tax charge.

Performance commentary for the year

The **common and conditional scores** for this year have remained close to last year.

The Fund is already above average and some of the remaining gap to 100% is hard to fill due to factors outside of the Fund's control.
For the Common Data metric, virtually all the remaining data issues relate to missing postal addresses, where the member has failed to keep us up to date when they have changed address. Furthermore, as the Fund's main form of communication is now electronic, the member's postal address is becoming less important, and it is more difficult to identify if it is correct.

For the Scheme Specific measure, many of the errors are of a technical nature due to the way the metric is calculated but these require further review.

The **active Annual Benefit Statement** score (98.7%) for this year is slightly short of the target of 99%. Most of failures relate to Swindon Borough Council employees, due to their ongoing administrative difficulties following their change of payroll system early this year.
Most of the remaining failures are resolved but officers are still liaising with Swindon Borough Council to clear the last remaining issues.

However, this score is still relatively high compared to 2018-2020, albeit lower than 2021.
2021: 99.5%
2020: 96.9%
2019: 95.0%
2018: 93.9%.

All **Pension Saving Statements** were sent on time despite a number of delays with receiving data from certain employers (in particular, Swindon Borough Council). All active members were analysed (c23,000) to see whether they exceeded the annual allowance limit and the final exercise resulted in 90 statutory statements being sent and 36 members being likely to need to pay a tax charge.