

Appendix 3 – Administration KPI's

An analysis of the administrative performance over the period

1 April 2024 – 30 June 2024



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 April 2024 to 30 June 2024

Priority Category	Process	SLA (Working days)	Target KPI	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%	291	1	290	481	424	347	●	77%
High	Retirements	10/20 days	95%	430	0	430	789	755	464	●	63%
High	Refunds	10 days	95%	18	10	8	134	133	9	●	99%
Medium	Transfers Out	10/20 days	90%	312	62	250	257	228	279	●	68%
Medium	Transfers In	10/15/20 days	90%	56	17	39	47	52	34	●	44%
Medium	Aggregations	23 days – 1 year	90%	1566	214	1352	713	429	1636	●	68%
Medium	Leavers	23 days – 46 days	90%	910	258	652	1524	1815	361	●	79%
Medium	Divorce	20 – 25 days	90%	36	4	32	60	71	21	●	66%

*red alert shown for anything below 10% of tolerable performance

Process	Reply Due	In Office	Of which: Currently within SLA *	Of which: Already beyond SLA *
Deaths	298	49	37	12
Retirements	225	239	180	59
Refunds	8	1	1	0
Transfers Out	71	208	78	130
Transfers In	9	25	11	14
Aggregations	395	1241	648	593
Leavers	139	222	210	12
Divorce	2	19	15	4
Total	1147	2004	1180	824

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

*shows in office cases only

Table 2: Monthly breakdown of completion on target percentage

				Financial QTR3 Jul - Sept 2023	Financial QTR4 Oct - Dec 2023	Yearly QTR1Jan - Mar 2024	Yearly QTR2Apr - Jun 2024	March	April	May	June
Priority Category	Process	SLA (Working days)	Tolerable Performance	Completed on target	Completed on target	Completed on target	Completed on target	Completed on target	Completed on target	Completed on target	Completed on target
High	Deaths	5/10/20 days	95%	81%	92%	77%	77%	73%	77%	78%	78%
High	Retirements	10/20 days	95%	58%	70%	55%	63%	50%	59%	54%	77%
High	Refunds	10 days	95%	100%	100%	99%	99%	100%	100%	100%	95%
Medium	Transfers Out	10/20 days	90%	61%	66%	52%	68%	49%	61%	71%	70%
Medium	Transfers In	10/15/20 days	90%	71%	68%	60%	44%	50%	50%	40%	50%
Medium	Divorce	20 - 25 days	90%	89%	80%	73%	66%	40%	51%	61%	100%
Medium	Aggregations	23 days - 1 year	90%	84%	83%	78%	68%	64%	66%	87%	55%
Medium	Leavers	23 days - 46 days	90%	77%	79%	85%	79%	82%	84%	70%	85%

*red alert shown for anything below 10% of tolerable performance

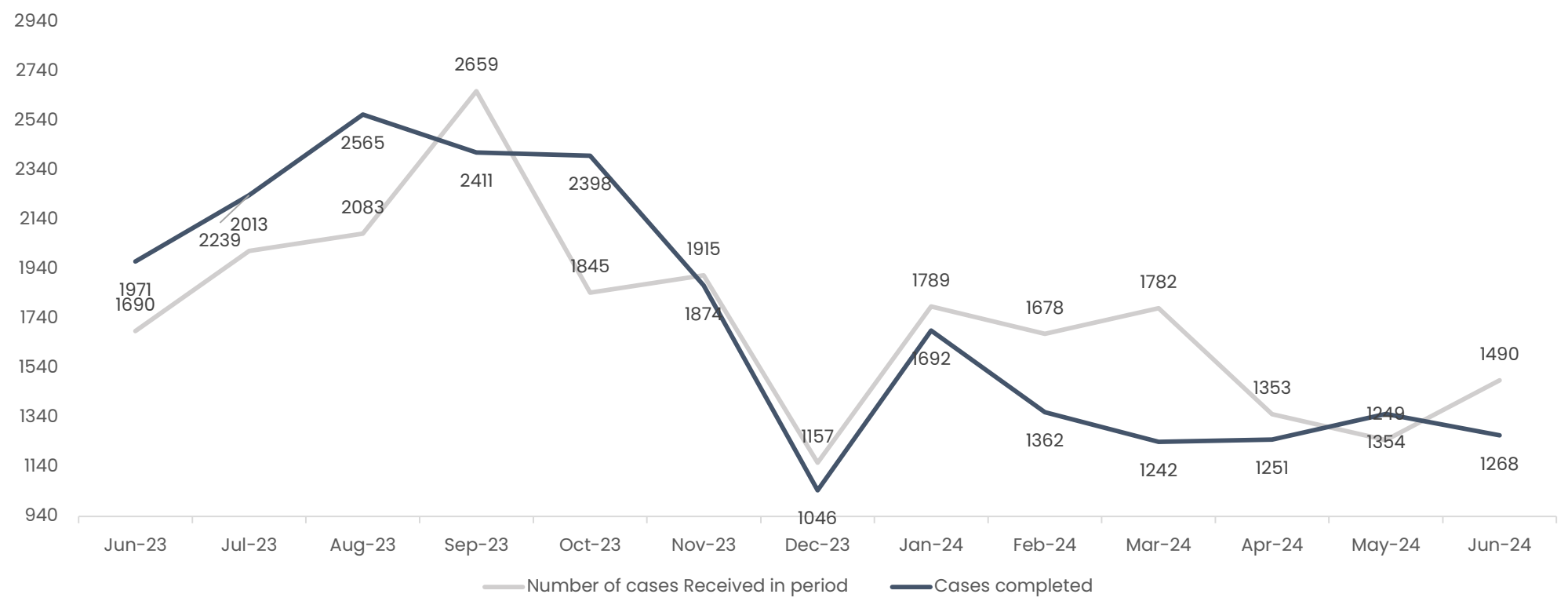
Table 3: 'In Office' (as at 30 June 2024)

*'In Office' refers to any cases that are currently ready to be worked on

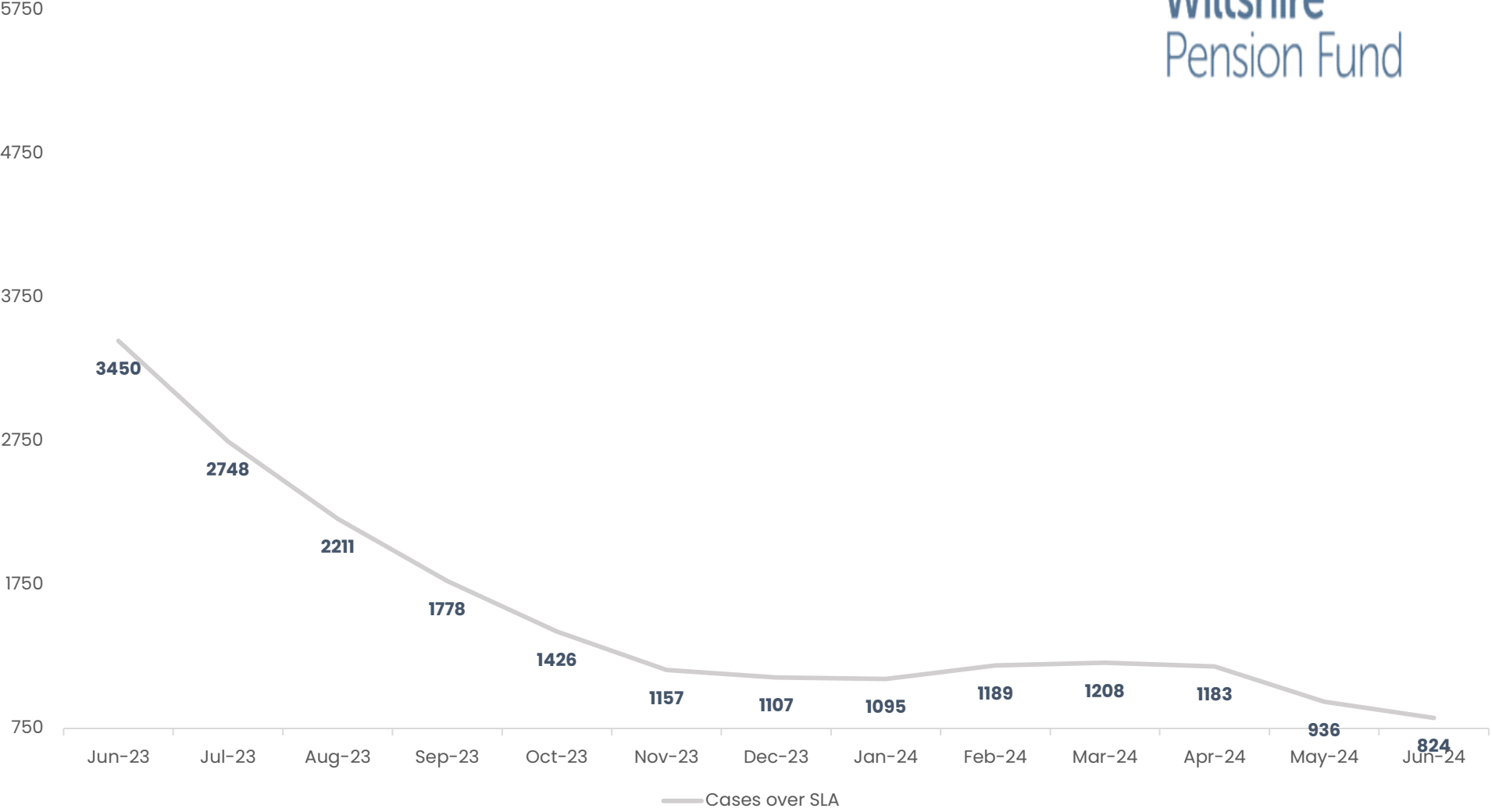
Priority level	Process	Age analysis (working days)							Total
		1-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	
High	Deaths	44	1	3	1	0	0	0	49
High	Retirements	203	34	0	2	0	0	0	239
High	Refunds	1	0	0	0	0	0	0	1
Medium	Transfers Out	85	123	0	0	0	0	0	208
Medium	Transfers In	18	7	0	0	0	0	0	25
Medium	Aggregations	328	657	141	29	86	0	0	1241
Medium	Leavers	212	3	1	4	0	2	0	222
Medium	Divorce	16	3	0	0	0	0	0	19

*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.

Comparison of cases completed in period vs cases received



Open cases over SLA



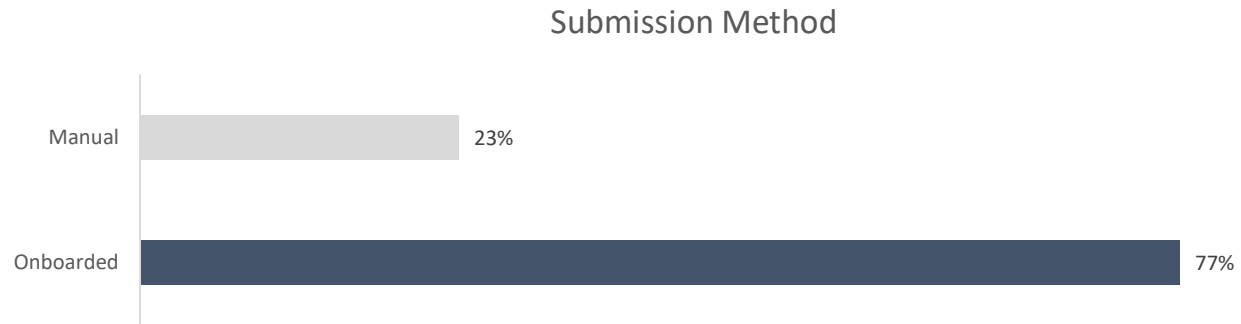
*Includes all open cases over SLA



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

* I-Connect onboarding resumed with effect from 01/02/2024*

Manual Submissions	42	23%
Onboarded	137	77%
Total	179	100%



5. MSS (My Wiltshire Pension) take up

	Active	Deferred	Total
Registered	12,655	14,335	26,990
Total	23,471	30,902	54,373
Percentage	43%	57%	100%

*Excludes members with password resets or disabled account.

Internal targets - Employers



6. i-Connect submission performance - as at 30/06/2024

Size of Scheme	Apr			May			Jun		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small	16	25	39%	12	68	15%	15	76	16%
Medium	1	0	100%	1	9	10%	0	12	0%
Large	0	0	0%	1	1	50%	0	76	0%
Total	17	25	40%	14	78	15%	15	164	8%

*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 10th of the month following the month the data relates to.

*Figures pulled within the period 01/04/2024 - 30/04/2024 - any submissions outside these date will not be included

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 30 June 2024

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

98

tPR Conditional Data

Percentage score at 30 June 2024

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.

98.8

Active Annual Benefit Statements (ABS)

Percentage score at 30 June 2024

+0.1% 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: 2022: 98.7% 2021: 99.5%; 2020: 96.9%; 2019: 95.0%; 2018: 93.9%.

100

Pension Saving Statements

Percentage score at 30 June 2024

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.