

Appendix 3 – Administration KPI's

An analysis of the administrative performance over the period

From 1 June 2023 – 31 August 2023



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 June to 31 August 2023

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%	309	9	300	500	485	315		86%
High	Retirements	10/20 days	95%	330	51	279	763	680	362		80%
High	Refunds	10 days	95%	13	0	13	178	179	12		98%
Medium	Transfers Out	10/20 days	90%	293	38	255	290	286	259		51%
Medium	Transfers In	10/15/20 days	90%	23	4	19	24	17	26		65%
Medium	Aggregations	23 days - 1 year	90%	3234	1320	1914	1483	1852	1545		66%
Medium	Leavers	23 days - 46 days	90%	2847	614	2233	2119	2722	1630		58%
Medium	Divorce	20 - 25 days	90%	31	2	29	86	83	32		77%

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

Open cases at end of period	Reply Due	In Office	Of which: Currently within	Of which: Already beyond
Deaths	294	21	5	16
Retirements	342	20	12	8
Refunds	12	0	0	0
Transfers Out	202	57	16	41
Transfers In	19	7	1	6
Aggregations	438	1107	423	684
Leavers	617	1013	146	867
Divorce	31	1	0	1
Total	1955	2226	603	1623

*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



				Quarterly Average (April- June 2023)	June	July	August
Priority Category	Process	SLA (Working	Target KPI	Completed on target			
High	Deaths	5/10/20 days	95%	85%	92%	75%	88%
High	Retirements	10/20 days	95%	82%	84%	80%	75%
High	Refunds	10 days	95%	97%	96%	80%	99%
Medium	Transfers Out	10/20 days	90%	42%	29%	58%	65%
Medium	Transfers In	10/15/20 days	90%	56%	67%	33%	73%
Medium	Divorce	20 - 25 days	90%	62%	86%	57%	89%
Medium	Aggregations	23 days - 1 year	90%	67%	46%	70%	80%
Medium	Leavers	3 days - 46 day	90%	51%	49%	59%	65%

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

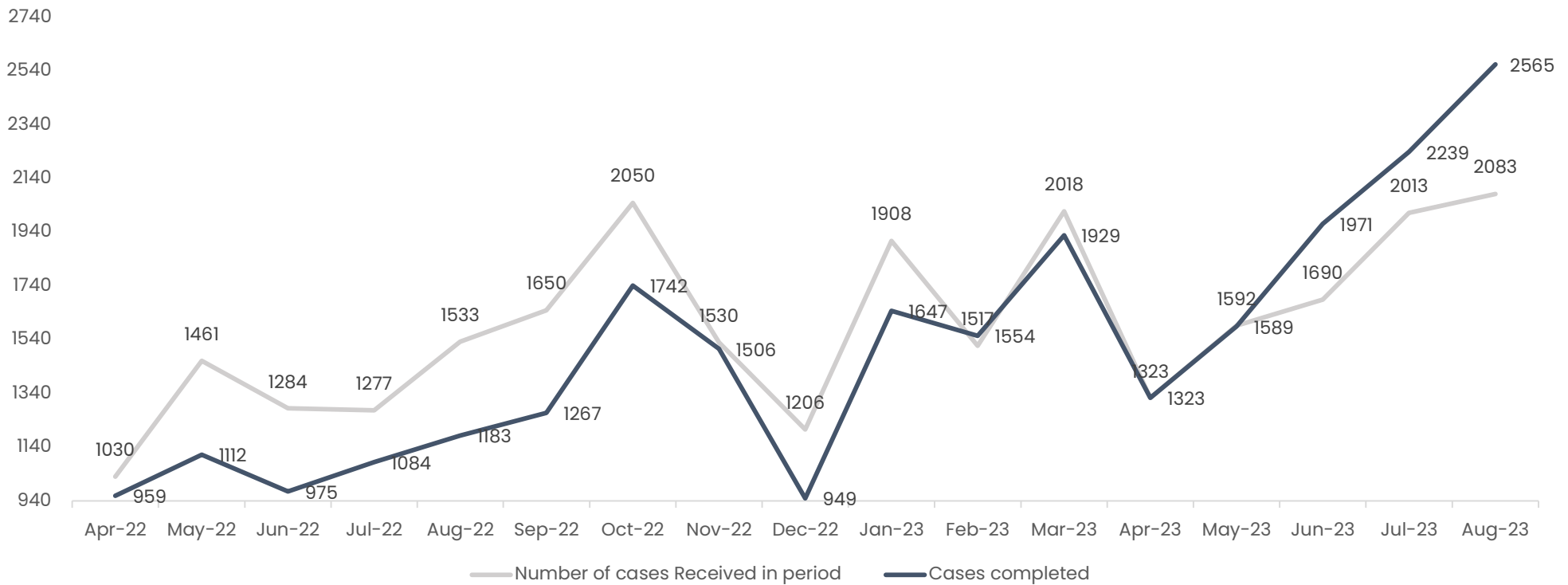
Table 3: 'In Office' (as at 31 August 2023)

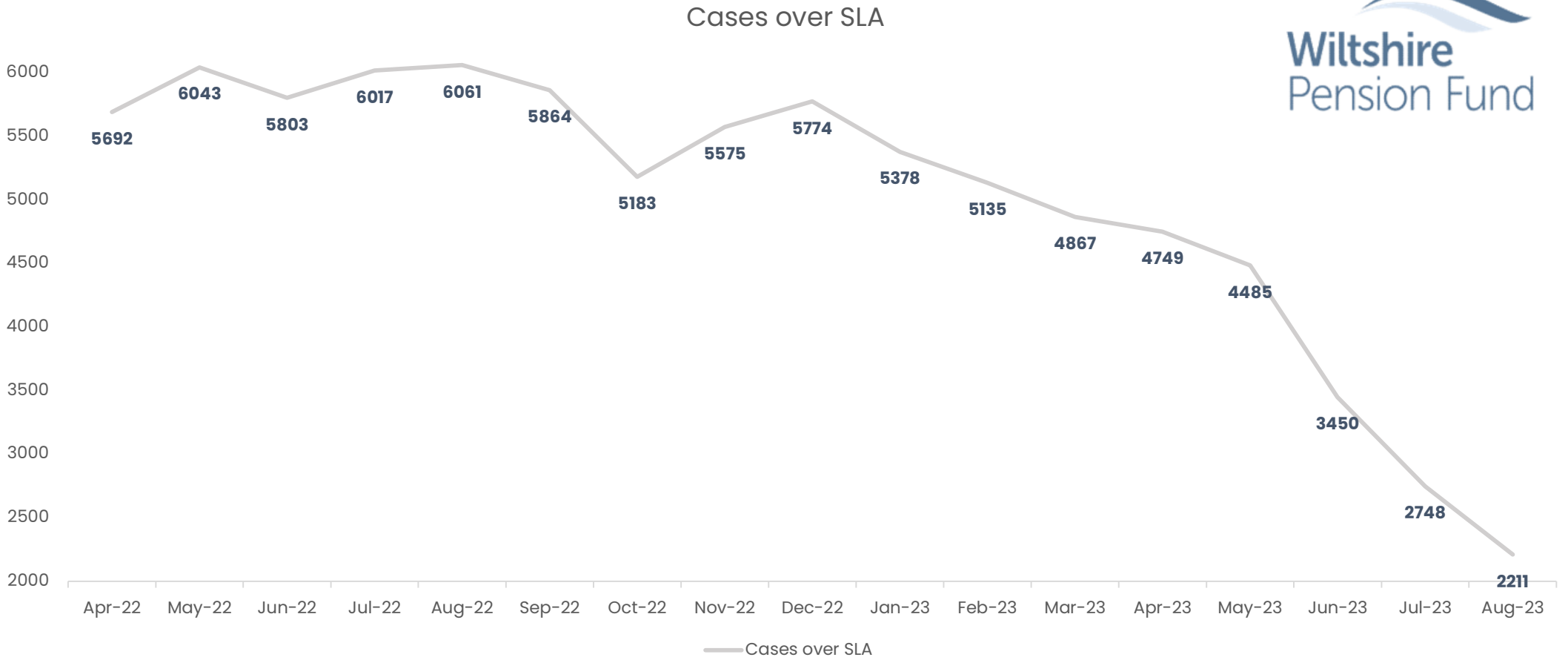
*'In Office' refers to any cases that are currently ready to be worked on

Priority level	Process	Age Analysis (working days)							Total
		1-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	
High	Deaths	10	8	0	0	0	0	0	18
High	Retirements	14	0	3	2	0	0	0	19
High	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	17	12	1	0	0	0	0	30
Medium	Transfers In	3	4	0	0	0	0	0	7
Medium	Aggregations	161	246	60	96	408	2	1	974
Medium	Leavers	128	172	313	84	184	77	29	987
Medium	Divorce	0	0	0	0	0	0	0	0

*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





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

* I-Connect onboarding is currently on hold while we establish solid foundations for the checking and monitoring of receipt of employer data.*

5. MSS (My Wiltshire Pension) take up

	As at 27/09/2023		
	Active	Deferred	Total
Registered	11,724	13,628	25,352
Total	23,630	31,971	55,601
Percentage	49.61%	42.63%	45.60%

*Excludes members with password resets or disabled account.

Internal targets – Employers

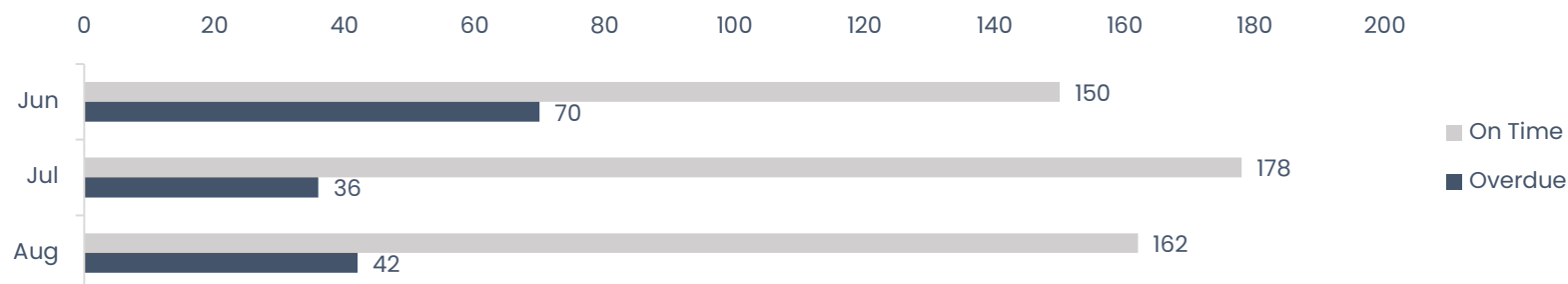
6. i-Connect submission performance

Size of Scheme	June			July			August		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small	142	54	65%	168	24	79%	150	32	79%
Medium	8	10	4%	10	6	5%	12	4	5%
Large	0	6	0%	0	6	0%	0	6	0%
Total	150	70	68%	178	36	83%	162	42	83%

*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.

98.8

Active Annual Benefit Statements (ABS)

Percentage score at 31 August 2023
+0.1% increase since 31 August 2022

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 5 October 2023

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.

Plans for next periods report

To obtain and include email stats



To add any further changes as requested by the
Committee

