

## Appendix 2: Admin KPIs

### 1. tPR Data performance measures

Measure	Score	Change since last period
Common Data	98% (at 1 Nov 2022)	-1% since Nov 2021
Conditional (Scheme Specific) Data	96% (at 1 Nov 2022)	+1% since Nov 2021
Annual Benefit Statement production rate	98.7% (at 31 Aug 2022)	-0.8% from 2021
Pension Saving Statements	100%	No measure

#### 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.

***Explanatory – background to the measures above.***

*The Pension Regulator (tPR) helps regulate each LGPS's Fund compliance with various legislation. It has various enforcement powers such as setting improvement plans and fining.*

*In respect of administrative performance, tPR focuses on two types of measures as explained separately below. The Fund is required to submit its scores against these measures each year as part of its Scheme Return.*

*tPR target is for all of these scores is 100% although there is an informal acceptance that scores are likely to often be slightly less.*

***a). Common and Conditional/Scheme Specific data scores***

*Common data scores test the Fund's data quality (existence and accuracy of data) against various data measures it expects all Pension Funds to hold (e.g. name, address etc). 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.*

*Note: It was somewhat onerous and costly to do this analysis so at present the Fund only revisits these scores annually, normally in August-October, in order to complete its annual return to the tPR.*

***b). Active Annual Benefit Statement (ABS) production***

*The Fund is required under the LGPS Regulations to produce active ABSs by the 31 August of each year (related to the member's pension as at 31 March of that same year). The Fund currently uploads all ABSs to the MSS member portal (My Wiltshire Pension). It only sends out paper statements to members who have opted in to receiving paper statements.*

***c). Pension Saving Statements***

*The Fund is required to send pension saving statements (relating to annual allowance tax charges) to all affected members by the 6 October each year.*

## 2. Internally set targets (Fund)

The Fund's internally set administration targets are set to help meet 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).

### a). Administration payment processing scores (higher priority administrative tasks)

The following table shows the Fund's process times against the timeframes set out in the administration strategy. It covers the high priority tasks, processing data on lower priority administrative tasks (such as deferrals and aggregations) will be shared at a later date. The tasks which are deemed as higher priority are the ones which relate to making a payment to the member (or a beneficiary). Members are now able to instantly access benefits estimates and therefore there is no longer a disclosed target related to this.

**Table 1: Performance over October-November 2022**

Performance over the period 1 October to 30 November 2022

Priority Category	Process	SLA (Working days)	Tolerable Performance	Cases Open at Start	Cases received	Cases processed	Cases open at end	Case Change	Completed on target	KPI change
High	Deaths	5/10/20 days	95%	340	223	157	406	▲	62%	▼
High	Retirements	10/20 days	95%	500	524	473	551	▲	77%	▼
High	Refunds	10 days	95%	1	126	104	23	▲	99%	▶
Medium	Transfers Out	10/20 days	90%	205	221	190	236	▲	22%	▼
Medium	Transfers In	10/15/20 days	90%	27	27	21	33	▲	19%	▼
Medium	Aggregations	23 days - 1 year	90%	3461	602	519	3544	▲	81%	▲
Medium	Leavers	23 days - 46 days	90%	3608	1740	1791	3557	▼	33%	▼
Medium	Divorce	20 - 25 days	90%	11	37	30	18	▲	53%	▼

**Table 2: Monthly breakdown of completion on target percentage**

Priority Category	Process	SLA (Working days)	Tolerable Performance	October	November
				Completed on target	Completed on target
High	Deaths	5/10/20 days	95%	51%	71%
High	Retirements	10/20 days	95%	73%	80%
High	Refunds	10 days	95%	100%	99%
Medium	Transfers Out	10/20 days	90%	34%	16%
Medium	Transfers In	10/15/20 days	90%	17%	20%
Medium	Divorce	20 - 25 days	90%	75%	45%
Medium	Aggregations (BACKLOG)	23 days - 1 year	90%	83%	79%
Medium	Leavers (BACKLOG)	23 days - 46 days	90%	25%	46%

**Table 3: 'Ready to go' aging analysis (as at 31 August)**

Priority level	Age analysis (working days) - 'ready to go' cases. How long since received?						Total
	1-5.	5-10.	10-15.	15-20	21-40	2+ months	
High	99	58	32	13	5	21	228
Medium	118	105	189	144	1047	5058	6661

**Table 4: 'In office' tasks within 6 days off the target date (excluding backlog areas) as at 30 November 2022**

	High priority	Medium priority	Total
In office tasks	35 (-33)	73 (-58)	108 (-91)

The comparison date is to 14 October 2022.

**Commentary:**

The introduction of a new Work Allocation System (IWAS) is gradually having the impact of improving high priority task KPIs but initially worsening the medium priority cases (after an initial dip when older cases were resolved). Therefore, to ensure that the Fund is scoring highly on all tasks, officers are putting a plan in place to improve efficiency and consider whether additional resource is required.

The key indicator of likely, future KPI performance is the volumes of tasks in table 4.

**Table 4:** This table acts as an 'early indicator' to show whether the processing teams (in the non-backlog areas) are sufficiently up to date with processing work. The goal is for the numbers to be zero, or close to zero, to ensure that work is picked up with sufficient time available to complete it with the target time.

Since monitoring of this metric began, the figures have typically remained between 200 and 250, but in recent weeks there has been a steady decrease.

**Table 1 & 2:** All high priority cases are remaining between 71%-99% although two of them are below threshold. Some of the failures were linked to key staff absences which have now been resolved. Furthermore, other failures are due to work initially leaving the office over target and therefore it is still a failure if processing quickly on its return. There are also some technical issues causing 'false failures' and some expected failures due to complex cases.

The lower percentage scores for medium priority tasks are due to the figures remaining high in table 4. The numbers in table 4 need to reduce for the medium priority KPI scores to improve.

The leaver and aggregation scores are reliant on bringing case numbers down first and therefore the existing KPI target scores are likely to worsen while older cases are cleared.

**b). i-Connect onboarding progress (31 August 2022) – (Not updated to provide more recent figures due to staff absences)**

The following table shows the progress in onboarding employers on to i-Connect. The long-term target is now to onboard all employers on to i-Connect as soon as possible.

	Number onboarded	Number left to onboard	Completion rate
Active members	13816 (-300)	c9,000 (total =c 23,000)	61.6%
Employers	133 (-1)	47 (total = 180)	73.9% (+0.3%)

The comparison figure is to 17 July 2022.

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 their payroll system.

Officers are supporting each of these organisations but will also be escalating matters to more senior staff should good progress not be made soon.

**c). MSS (My Wiltshire Pension) take up**

RECORDS	
ACTIVE	1 December 2022
Registered	11,038*
Total	22,074*
Percentage	<b>50.0%*</b>
DEFERRED	
Registered	13,060*
Total	30,588*
Percentage	<b>42.7%*</b>
TOTAL	
Registered	24,098*
Total	52,662*
Percentage	<b>45.8%*</b>

*\*Excludes members with password resets or disabled account.*

## 4. Internal targets - Employers

(Not updated to provide more recent figures due to staff absences)

### a). i-Connect submission performance

**Note:** 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.

#### Timeliness measure of submissions

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

Month		Jun 2022			Jul 2022			Aug 2022		
		On-time	Late	% on time	On-time	Late	% on time	On-time	Late	% on time
i-Connect Submissions	Large (250>)	6	0	100%	6	1	86%	6	0	100%
	Medium (50-250)	24	1	96%	26	1	96%	24	2	92%
	Small (10-50)	31	0	100%	31	0	100%	31	1	97%
	X Small (<10)	50	0	100%	56	2	97%	50	1	98%
<b>Total</b>		<b>111</b>	<b>1</b>	<b>99%</b>	<b>119</b>	<b>4</b>	<b>97%</b>	<b>111</b>	<b>4</b>	<b>97%</b>