

Appendix 3 – Administration KPI`s

An analysis of the administrative performance over the period

From 1 July 2023 – 30 September 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 July to 30 September 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%	291	7	284	516	493	307		82%
High	Retirements	10/20 days	95%	363	62	301	742	702	341		75%
High	Refunds	10 days	95%	7	0	7	183	178	12		99%
Medium	Transfers Out	10/20 days	90%	288	25	263	294	285	272		61%
Medium	Transfers In	10/15/20 days	90%	24	1	23	29	26	26		69%
Medium	Aggregations	23 days - 1 year	90%	2211	650	1561	1930	1948	1543		78%
Medium	Leavers	23 days - 46 days	90%	2576	591	1985	2685	3015	1655		70%
Medium	Divorce	20 - 25 days	90%	54	5	49	75	97	27		80%

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

Open cases at end of period	Reply Due	In Office	Of which: Currently within SLA	Of which: Already beyond SLA
Deaths	266	41	24	17
Retirements	267	74	58	16
Refunds	12	0	0	0
Transfers Out	201	71	49	22
Transfers In	16	10	4	6
Aggregations	495	1048	406	642
Leavers	717	938	155	783
Divorce	15	12	12	0
Total	1989	2194	708	1486

*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



				QTR 1 - Jan - Mar 2023	QTR2 - Apr - Jun 2023	QTR 3 Jul - Sept 2023	July	August	September
Priority	Process	SLA (Working	Tolerable	Completed on Target					
High	Deaths	5/10/20 days	95%	81%	85%	81%	75%	88%	81%
High	Retirements	10/20 days	95%	75%	81%	75%	80%	75%	69%
High	Refunds	10 days	95%	100%	97%	99%	98%	99%	100%
Medium	Transfers Out	10/20 days	90%	27%	37%	62%	58%	65%	63%
Medium	Transfers In	10/15/20 days	90%	59%	58%	60%	33%	73%	75%
Medium	Divorce	20 - 25 days	90%	62%	95%	80%	57%	89%	95%
Medium	Aggregations	23 days - 1 year	90%	79%	61%	79%	70%	80%	86%
Medium	Leavers	23 days - 46 days	90%	54%	51%	69%	59%	65%	84%

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

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

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

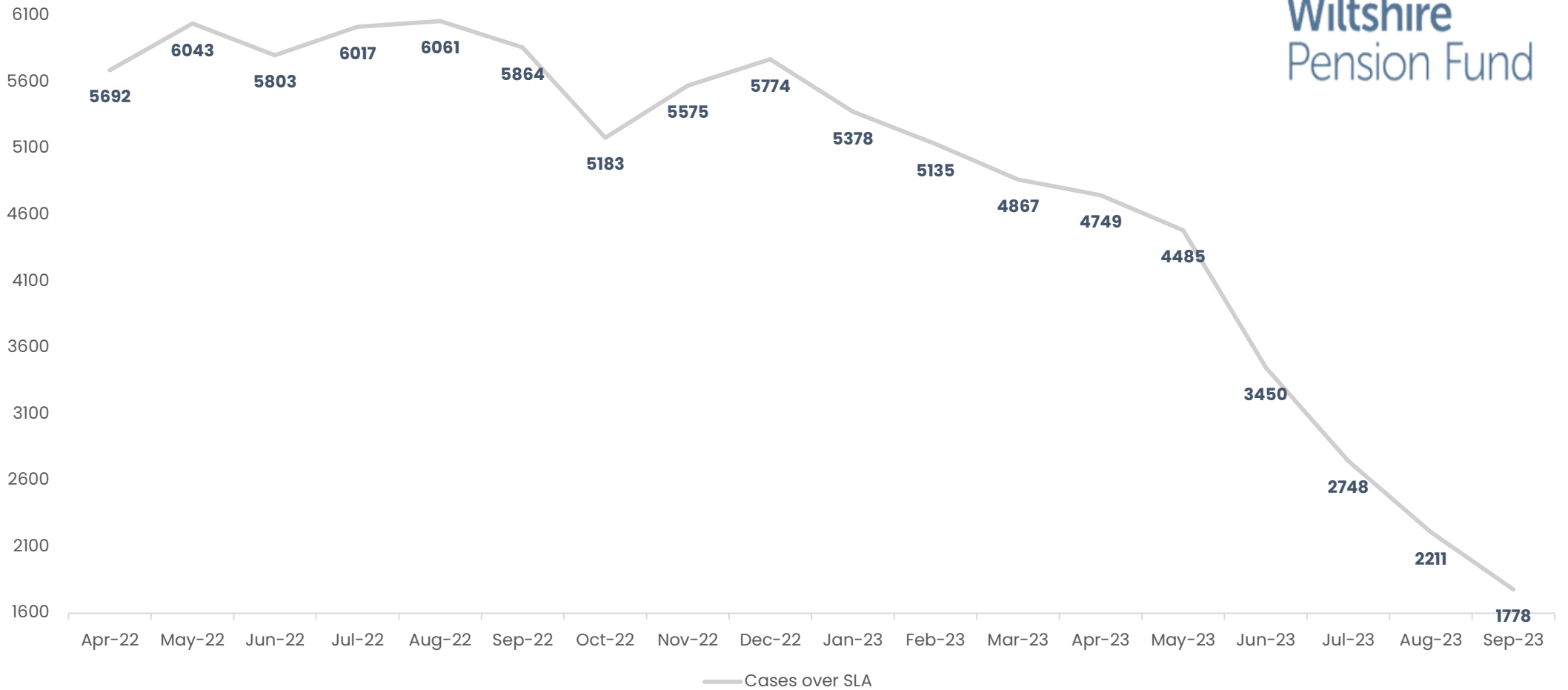
		Age Analysis (working days)							
Priority level	Process	1-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	Total
High	Deaths	31	10	0	0	0	0	0	41
High	Retirements	69	0	2	3	0	0	0	74
High	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	59	12	0	0	0	0	0	71
Medium	Transfers In	6	4	0	0	0	0	0	10
Medium	Aggregations	332	272	40	91	310	2	1	1048
Medium	Leavers	169	122	301	81	163	72	30	938
Medium	Divorce	12	0	0	0	0	0	0	12

*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 including reply due cases



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 19/10/2023		
	Active	Deferred	Total
Registered	11,824	13,677	25,501
Total	23,833	32,098	55,931
Percentage	49.61%	42.61%	45.59%

*Excludes members with password resets or disabled account.

Internal targets - Employers



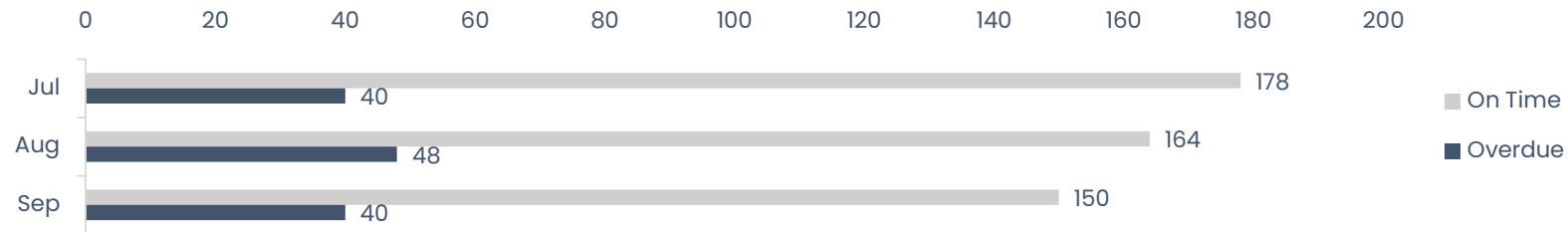
6. i-Connect submission performance

Size of Scheme	July			August			September		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small	168	26	77%	152	36	72%	138	34	72%
Medium	10	8	5%	12	6	6%	12	4	6%
Large	0	6	0%	0	6	0%	0	2	0%
Total	178	40	82%	164	48	77%	150	40	77%

*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 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 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%.

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Plans for next periods report



To obtain and include email stats



To add any further changes as requested by the
Committee

