

## **WILTSHIRE COUNCIL**

WILTSHIRE LOCAL PENSION BOARD  
20 May 2021

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### **ADMINISTRATION KEY PERFORMANCE INDICATORS**

#### **Purpose of the Report**

1. The purpose of this report is to present the Fund's performance against its key performance indicators (KPIs) in relation to the administration of pension benefits.

#### **Background**

2. In the interests of transparency and to help monitor overall administration performance, officers agreed with Committee and Board to publish quarterly benefits administration key performance indicators (KPIs)
3. KPIs are an important aspect of providing an efficient and effective customer-focussed benefits administration service.

#### **Considerations for the Board**

4. The figures in this report cover the period 1 January 2021 to 31 March 2021 unless otherwise indicated.

#### **Conclusions**

##### **General comments**

##### **Disclosure Regulations (Appendix 1)**

5. The table in appendix 1 shows the Fund continues to perform well against these targets, further improvements are anticipated with greater onboarding on to i-Connect and with the bedding in of other process improvements.

##### **tPR Common and Conditional Data percentages (Appendix 2)**

6. The Fund's common data figure of **98.5%** and the conditional/scheme specific figure of **96.4%** (both improvements since last year) compare favourable to industry averages of 96.6% (common) and 94.6% (conditional) respectively. Whilst still lower than the long-term goal, which we expect will be met through further implementation of i-Connect, this is still a positive step forwards.

##### **Administration Strategy KPIs – Fund (Appendix 3)**

7. Chart 1 shows the Fund is operating below its desired targets for most cases mainly for the same reasons as outlined in paragraph 6, although the percentages are stronger against the CIPFA metrics.

##### **i-Connect and My Wiltshire Pension (MSS) onboarding (Appendix 4)**

8. i-Connect take up has not changed materially over the last few months due to some limited employer engagement and some employers having difficulty completing the precursor of providing historical member hours histories for the purpose of McCloud.
9. However, officers are now well advanced with the enrolment of Swindon Borough Council and a large payroll provider on to i-Connect, which will make a significant difference to the percentages outlined over time and the data shown in appendix 2.
10. MSS sign-ups are broadly in line with industry-norms after successful attempts to encourage more members to sign up and these figures are unlikely to change materially in future now.

#### Backlog monitoring (Appendix 5)

11. Whilst the current backlogs are not leading to a material number of complaints, they are still an issue which needs further attention to improve overall efficiency and customer service.
12. However, there has been a reduction in the number of outstanding cases in the last quarter and at the time of writing, officers were appointing another member of staff to help with these issues.

#### Administration Strategy KPIs – Employers (Appendix 6)

13. In the majority of cases, employers provide retirement information before the date the member retires, as the Fund requests. Officers intend to develop more relevant tables relating to the performance of employer in light of the introduction of i-Connect.

#### **Environmental Impact**

14. There is no environmental impact from this report.

#### **Financial Considerations**

15. There are no immediate financial considerations resulting from the reporting of the Fund's performance against its key performance indicators.

#### **Risk Assessment**

16. There are no direct risks to the Fund associated with this reporting.

#### **Legal Implications**

17. There are no immediate legal implications arising from this report.

#### **Safeguarding Considerations/Public Health Implications/Equalities Impact**

18. There are no implications at this time.

#### **Proposals**

19. The Board asked to note the current situation and is invited to make any comments or recommendations that it has.

**Andy Cunningham**

Head of Pensions Administration and Relations

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## APPENDIX 1 Table 1: Disclosure Requirements (CIPFA template)

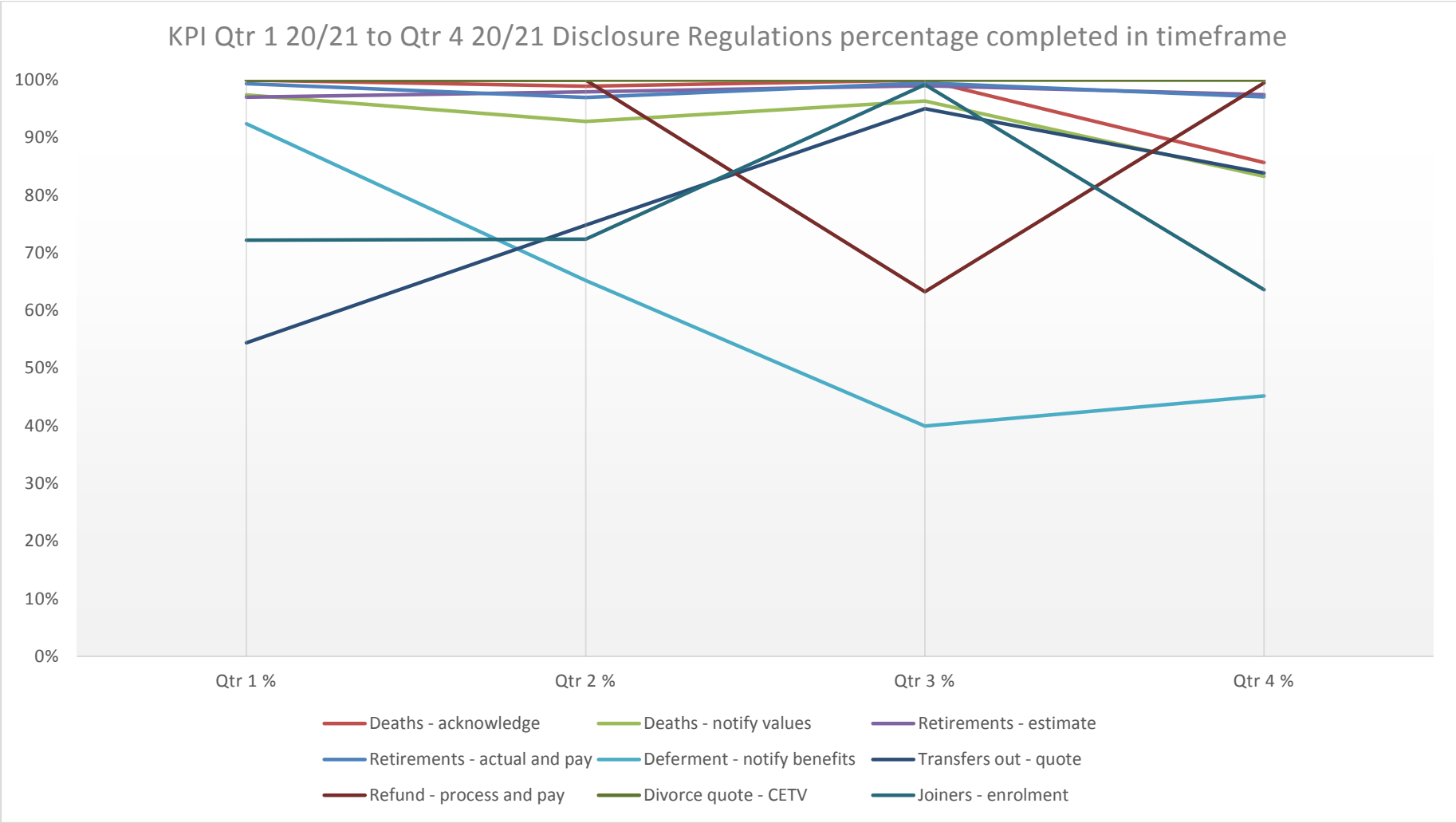
### Benefit Administration Key Performance Indicators

#### Disclosure Regulations

Period 01/01/2021 to 31/03/2021

Process name		Disclosure Requirement	%	No. cases within Legal Timeframe
<b>Deaths</b> - initial letter acknowledging death		2 months	86%	110
<b>Deaths</b> - letter notifying amount of dependants pension		2 months	83%	106
<b>Retirements</b> - letter notifying estimate of retirement benefits	<b>Active</b>	2 months	n/a	n/a
	<b>Deferred</b>		n/a	n/a
	<b>Total</b>		97%	461
<b>Retirements</b> - letter notifying actual retirement benefits + process and pay benefits on time	<b>Active</b>	2 months	96%	192
	<b>Deferred</b>		99%	221
	<b>Total</b>		97%	413
<b>Deferment</b> - calculate and notify deferred benefits		2 months	45%	290
<b>Transfers out</b> - letter detailing transfer quote		2 months	84%	51
<b>Refund</b> - process and pay a refund		2 months	100%	203
<b>Divorce quote</b> - letter detailing cash equivalent value and other benefits		3 months	100%	56
<b>Joiners</b> - notification of date of enrolment*		2 months	64%	565

# APPENDIX 1, Chart 1: Disclosure Requirements



## **APPENDIX 2: tPR Data Quality scores**

The Fund scores against the two the Pension Regulator (tPR) key data scores are as follow:

Both scores are based on data held as at 12 October 2020:

**a). tPR Common Data Percentage Breakdown**  
**Total score = 98.5% (+0.6% since 11/10/2019)**

**b). tPR Conditional Data Percentage**  
**Total score = 96.4% (+1.0% since 11/10/2019)**

Officers commission Aquila Heywood (our software provider) to re-calculate these percentages annually, in line with our requirement to report these figures to tPR. The target for both figures is 100%.

A comparison graph with other Funds is not current available (as other Funds are still undertaking their calculations) but once it is, this will be shared.

## APPENDIX 3: Administration Strategy KPIs - Fund (Table 1)

### Wiltshire Pension Fund

#### Administration Strategy

#### Benefit Administration Key Performance Indicators

Period 01/01/2021 to 31/03/2021

Type of case	Created cases in period	Open cases at period end	Percentage against membership	Completed cases time to complete						Total	Timescales		
											CIPFA (Admin Strategy)		
				0 - 5 days	6 - 10 days	11 - 15 days	16 - 20 days	20 - 40 days	40 + days		% on target (CIPFA)	% on target (Admin)	working days
<b>Active to Retirement</b>	273	237	1.1%	7	9	23	38	93	31	201	19%	3%	15 (5)
Deferred in to retirement	224	30	0.1%	86	54	49	15	15	5	224	84%	38%	15 (5)
Processing of Death cases	158	176	0.2%	8	12	20	10	43	37	130	15%	6%	10 (5)
Benefit Estimates	551	120	0.5%	60	48	67	84	193	21	473	37%	23%	15 (10)
<b>Leavers to Deferred status</b>	1069	2922	13.0%	140	39	17	19	35	399	649	36%	33%	30 (20)
<b>Leavers to Deferred status (i-Connect)</b>	142	129	0.6%	0	0	6	8	17	35	66	34%	21%	30 (20)
<b>Refund of contributions</b>	184	3	0.0%	19	122	57	2	2	2	204	97%	98%	10 (10)
<b>Grand Total</b>	<b>2601</b>	<b>3617</b>		<b>320</b>	<b>284</b>	<b>239</b>	<b>176</b>	<b>398</b>	<b>530</b>	<b>1947</b>			
<b>Percentage</b>				<b>16%</b>	<b>15%</b>	<b>12%</b>	<b>9%</b>	<b>20%</b>	<b>27%</b>				

\*Note: Refunds as now calculated using a revised methodology to reflect improvements in the process used.

## APPENDIX 4: i-Connect and My Wiltshire Pension (Member portal) progress

### i-Connect

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 and to onboard as many as possible by the end of 2021/2022. Data was last calculated on 8 February 2021. Officers are currently in the process of onboarding Swindon Borough Council and a large payroll provider which should increase the percentage of actives covered materially.

	Number onboarded	Number left to onboard	Completion rate
Active members	10,587	12,512 (total = 23,099)	45.83%
Employers	45	129 (total = 174)	23.56%

### MSS (My Wiltshire Pension)

A table summarising the position as at 8 February 2020 is shown below. Note the figures are 'pension record' level figures, rather than member level, as this is easier to report and there is little difference in the percentages. There has been very little change since the last period.

	RECORDS
ACTIVE	8 Feb 2021
Registered	8,677 (+134)
Total	23,122
Percentage	<b>37.53%</b>
DEFERRED	
Registered	9,760
Total	31,220
Percentage	<b>31.3%</b>
TOTAL	
Registered	18,437
Total	54,500
Percentage	<b>33.55%</b>



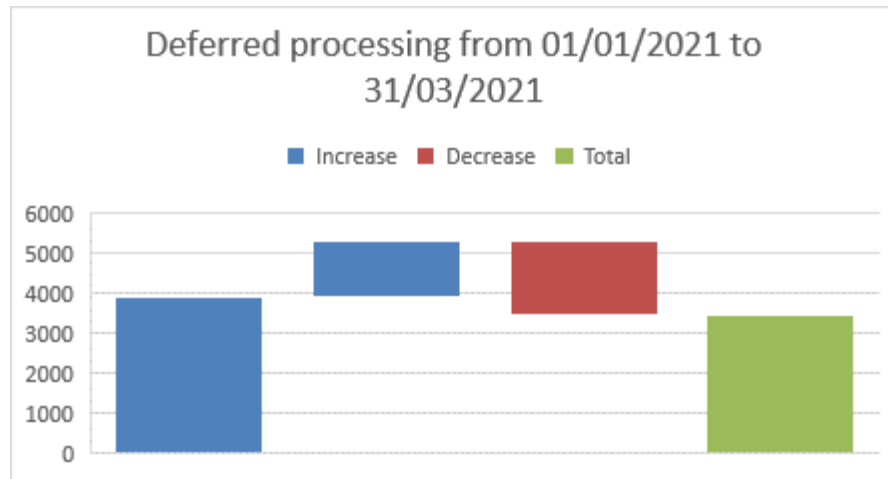
## APPENDIX 5: Backlog monitoring

Prior to making a number of process improvements to the refunds, deferreds and aggregations processes, the Fund accumulated processing backlogs in certain areas. Officers have defined a backlog for a process where there are more than 250 outstanding cases. Where this is the case, officers plan to ring-fence this area of work and manage the backlog area of work separately although this is not in place as at the date of this report.

At present, there are two areas which meet this criteria and current situation in respect of these processes are outlined:

### a). Deferred/Refunds

Cases where the member has left and we need to calculate their pension entitlement, but they are not old enough to be able to start receiving their benefits.



### b). Internal aggregation cases

These cases are where the member has more than one record at Wiltshire Pension Fund which should be combined together. Members are not financially disadvantaged by delays in completing this work.

Cases currently outstanding: c3,400 (immaterial change since the last quarter)

(Analysis similar to the above will be available in future, once developed)

## APPENDIX 6: Administration Strategy KPIs - Employers (Table 1)

Employer Key Performance Indicators

Administration Strategy

Period 01/01/2021 to 31/03/2021

Type of case	Time to advise							Total	Timescales	
	To Target	Target - 5 days	6 - 10 days	11 - 15 days	16 - 20 days	20 - 40 days	40 days +		% on target	Admin Strategy working days
<i>Retirement</i>	83	11	16	9	3	32	47	201	47%	2
<i>Leavers</i>	29	22	24	49	40	118	433	715	23%	20
<i>Refund of contributions</i>	169	45	15	23	24	50	209	535	52%	20
<b>Grand Total</b>	<b>281</b>	<b>78</b>	<b>55</b>	<b>81</b>	<b>67</b>	<b>200</b>	<b>689</b>	<b>1451</b>		
<b>Percentage</b>	<b>19%</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>	<b>5%</b>	<b>14%</b>	<b>47%</b>			