

Appendix 3 – Administration KPI's

An analysis of the administrative performance over the period

1 October 2023 – 31 December 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 October to 31 December 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%	338	22	316	501	520	297		88%
High	Retirements	10/20 days	95%	515	163	352	705	666	391		71%
High	Refunds	10 days	95%	20	8	12	200	200	12		100%
Medium	Transfers Out	10/20 days	90%	311	62	249	322	300	271		62%
Medium	Transfers In	10/15/20 days	90%	33	8	25	33	35	23		69%
Medium	Aggregations	23 days – 1 year	90%	1907	663	1244	1626	1649	1221		83%
Medium	Leavers	23 days – 46 days	90%	2247	861	1386	2780	3241	925		83%
Medium	Divorce	20 – 25 days	90%	34	2	32	53	65	20		80%

*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	247	38	25	13
Retirements	297	48	34	14
Refunds	11	0	0	0
Transfers Out	162	84	31	53
Transfers In	13	16	2	14
Aggregations	368	764	275	489
Leavers	446	350	86	264
Divorce	14	5	2	3
Total	1558	1305	455	850

*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

				QTR2 - Apr - Jun 2023	QTR 3 Jul - Sept 2023	QTR 4 Oct - Dec 2023	October	November	December
Priority Category	Process	SLA (Working days)	Tolerable Performance	Completed on Target					
High	Deaths	5/10/20 days	95%	85%	92%	92%	92%	92%	91%
High	Retirements	10/20 days	95%	81%	71%	70%	73%	71%	61%
High	Refunds	10 days	95%	97%	100%	100%	100%	100%	100%
Medium	Transfers Out	10/20 days	90%	37%	65%	66%	55%	74%	80%
Medium	Transfers In	10/15/20 days	90%	58%	67%	68%	71%	63%	80%
Medium	Divorce	20 - 25 days	90%	95%	75%	80%	67%	78%	100%
Medium	Aggregations	23 days - 1 year	90%	61%	82%	83%	77%	86%	89%
Medium	Leavers	23 days - 46 days	90%	51%	81%	79%	84%	80%	62%

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

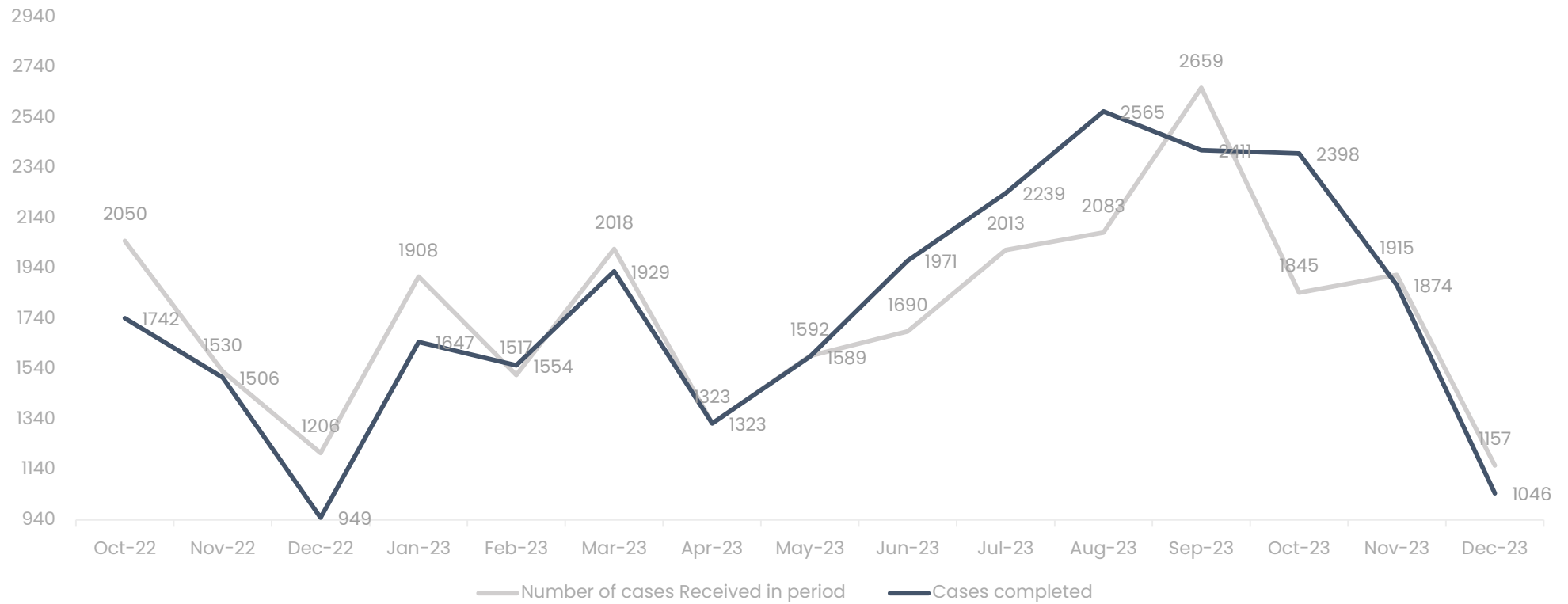
Table 3: 'In Office' (as at 31 December 2023)

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

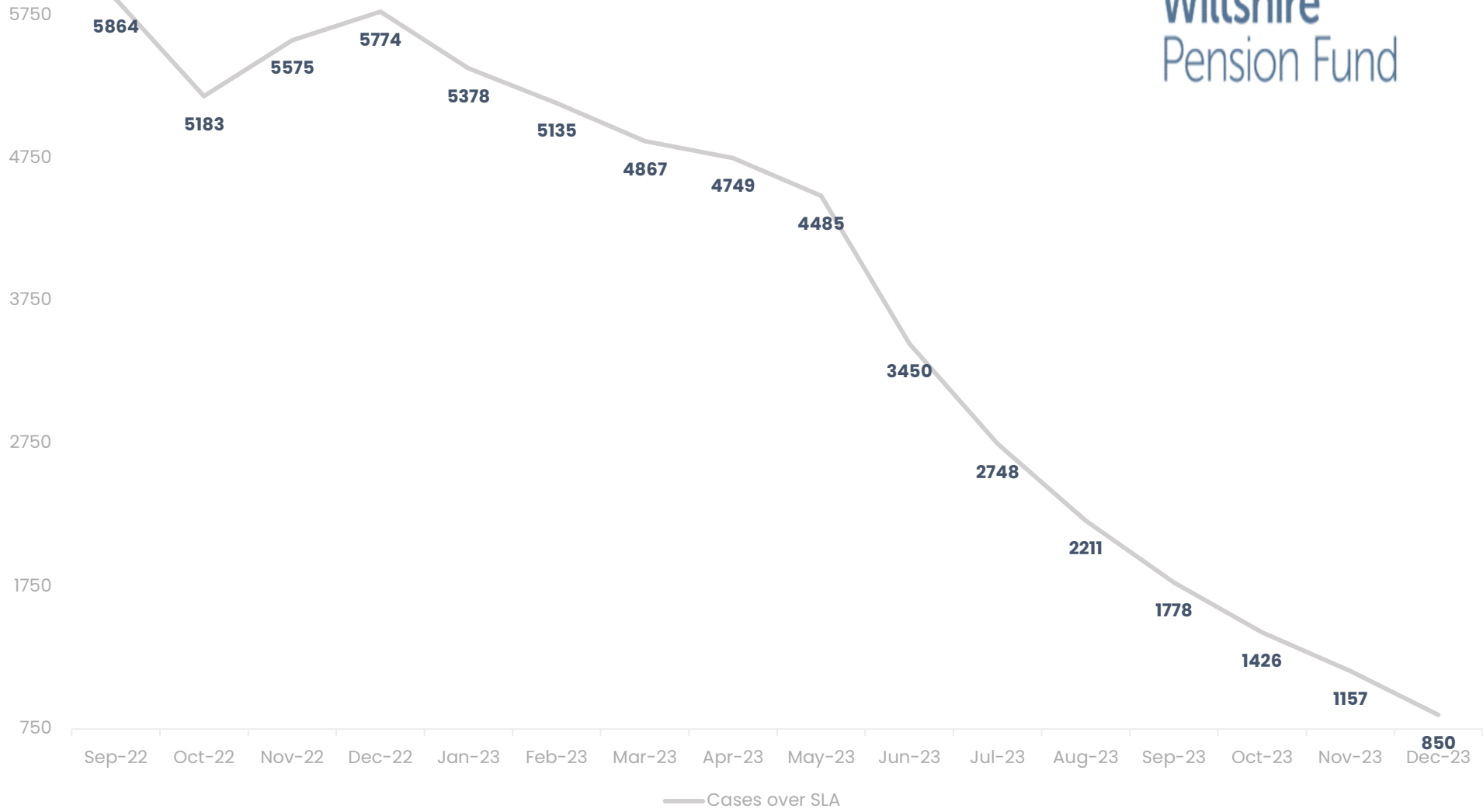
		Age Analysis (working days)							
Priority level	Process	Jan-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	Total
High	Deaths	27	9	1	1	0	0	0	38
High	Retirements	39	4	0	4	1	0	0	48
High	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	63	20	1	0	0	0	0	84
Medium	Transfers In	9	7	0	0	0	0	0	16
Medium	Aggregations	287	306	38	53	80	0	0	764
Medium	Leavers	95	20	143	71	19	2	0	350
Medium	Divorce	5	0	0	0	0	0	0	5

*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



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 31/01/2024		
	Active	Deferred	Total
Registered	12,147	13,811	25,958
Total	23,033	30,488	53,521
Percentage	52.74%	45.30%	48.50%

*Excludes members with password resets or disabled account.

Internal targets - Employers



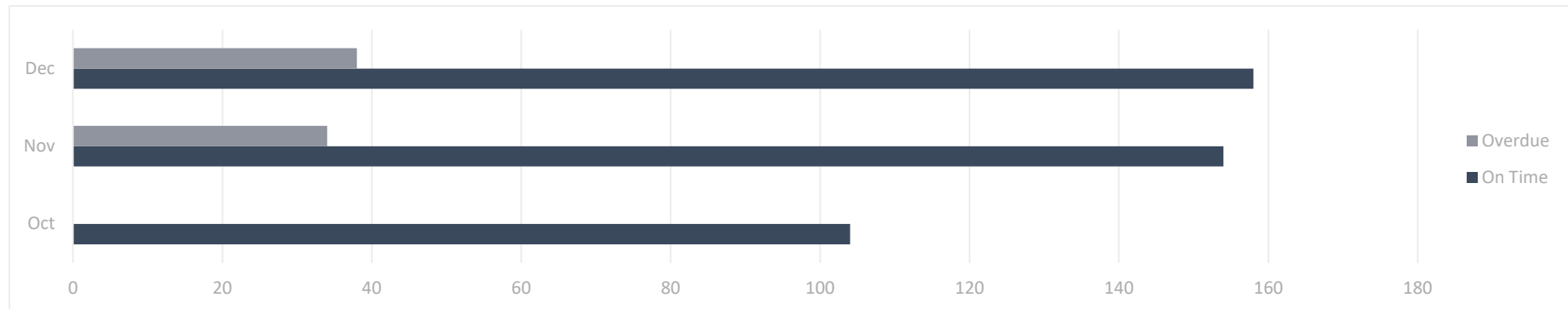
6. i-Connect submission performance

Size of Scheme	October			November			December		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small	102	0	98%	142	24	92%	144	30	73%
Medium	2	0	2%	12	4	8%	14	4	7%
Large	0	0	0%	0	6	0%	0	4	0%
Total	104	0	100%	154	34	82%	158	38	81%

*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 31 December 2023

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

98

tPR Conditional Data

Percentage score at 31 December 2023

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.