

## Appendix 3 – Administration KPI's

An analysis of the administrative performance over the period

1 January 2024 – 31 March 2024



### 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).

**Table 1: Performance over 1 January 2024 to 31 March 2024**

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%	298	12	286	435	415	306	●	77%
High	Retirements	10/20 days	95%	324	0	324	759	621	462	●	55%
High	Refunds	10 days	95%	20	12	8	165	165	8	●	99%
Medium	Transfers Out	10/20 days	90%	306	73	233	288	263	258	●	52%
Medium	Transfers In	10/15/20 days	90%	36	13	23	32	15	40	●	60%
Medium	Aggregations	23 days – 1 year	90%	1244	263	981	1081	657	1405	●	78%
Medium	Leavers	23 days – 46 days	90%	946	191	755	2045	2096	704	●	85%
Medium	Divorce	20 – 25 days	90%	25	6	19	60	45	34	●	73%

\*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	280	26	14	12
Retirements	394	68	32	36
Refunds	8	0	0	0
Transfers Out	112	146	40	106
Transfers In	25	15	3	12
Aggregations	458	947	526	421
Leavers	523	181	47	134
Divorce	29	5	2	3
<b>Total</b>	<b>1829</b>	<b>1388</b>	<b>664</b>	<b>724</b>

\*Table 1 shows the Fund's process times against the timeframes set out in the administration strategy

\*shows in office cases only

Table 2: Monthly breakdown of completion on target percentage

				Financial QTR2 - Apr - Jun 2023	Financial QTR3 Jul - Sept 2023	Financial QTR4 Oct - Dec 2023	Financial QTR1 Jan - Mar 2024	January	February	March	April
Priority Category	Process	SLA (Working days)	Tolerable Performance								
High	Deaths	5/10/20 days	95%	85%	81%	92%	77%	71%	82%	73%	77%
High	Retirements	10/20 days	95%	81%	58%	70%	55%	57%	57%	50%	59%
High	Refunds	10 days	95%	97%	100%	100%	99%	99%	100%	100%	100%
Medium	Transfers Out	10/20 days	90%	37%	61%	66%	52%	55%	48%	49%	61%
Medium	Transfers In	10/15/20 days	90%	58%	71%	68%	60%	57%	75%	50%	50%
Medium	Divorce	20 - 25 days	90%	95%	89%	80%	73%	83%	83%	40%	51%
Medium	Aggregations	23 days - 1 year	90%	61%	84%	83%	78%	86%	78%	64%	66%
Medium	Leavers	23 days - 46 days	90%	51%	77%	79%	85%	86%	83%	82%	84%

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

Completed 14/05/2024

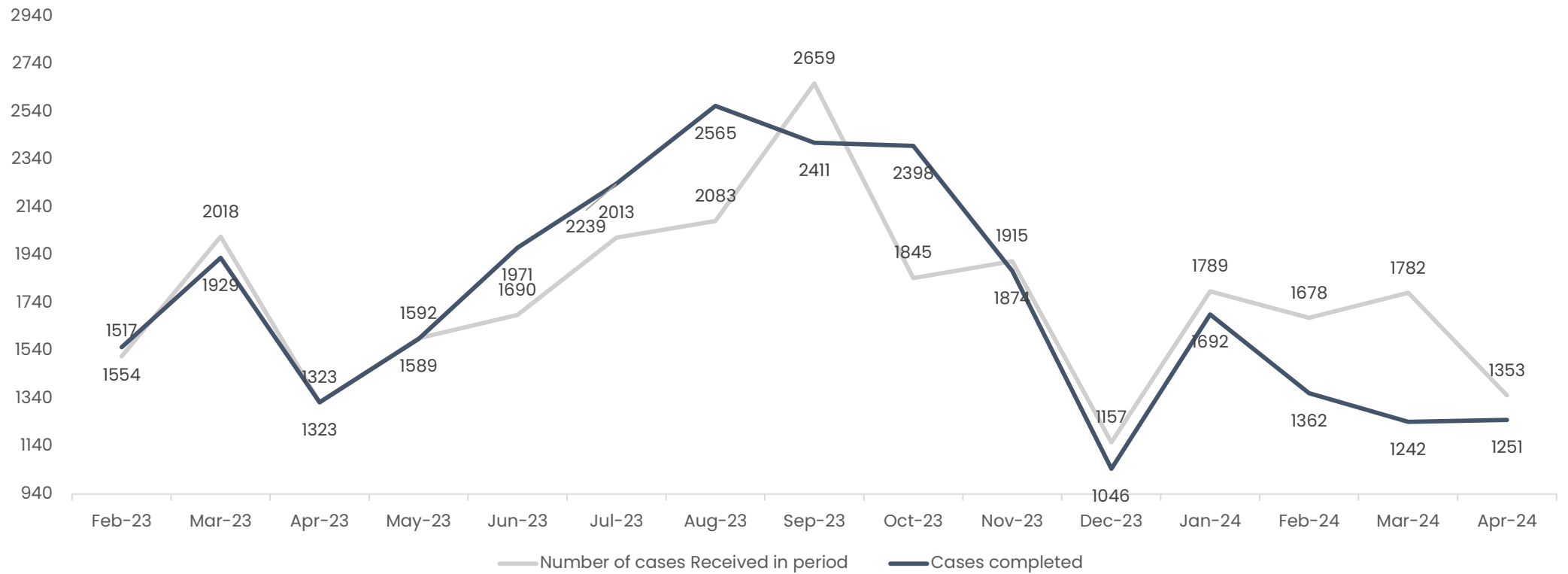
**Table 3: 'In Office' (as at 31 March 2024)**

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

Priority level	Process	Process	Age analysis (working days)						Total	
			1-40	2-6 months	6-12months	1year +	2year +	3year +		4 year +
High	Deaths	Deaths	14	3	8	1	0	0	0	26
High	Retirements	Retirements	60	5	0	3	0	0	0	68
High	Refunds	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	Transfers Out	75	69	2	0	0	0	0	146
Medium	Transfers In	Transfers In	8	7	0	0	0	0	0	15
Medium	Aggregations	Aggregations	370	397	63	33	84	0	0	947
Medium	Leavers	Leavers	52	6	54	55	11	3	0	181
Medium	Divorce	Divorce	2	3	0	0	0	0	0	5

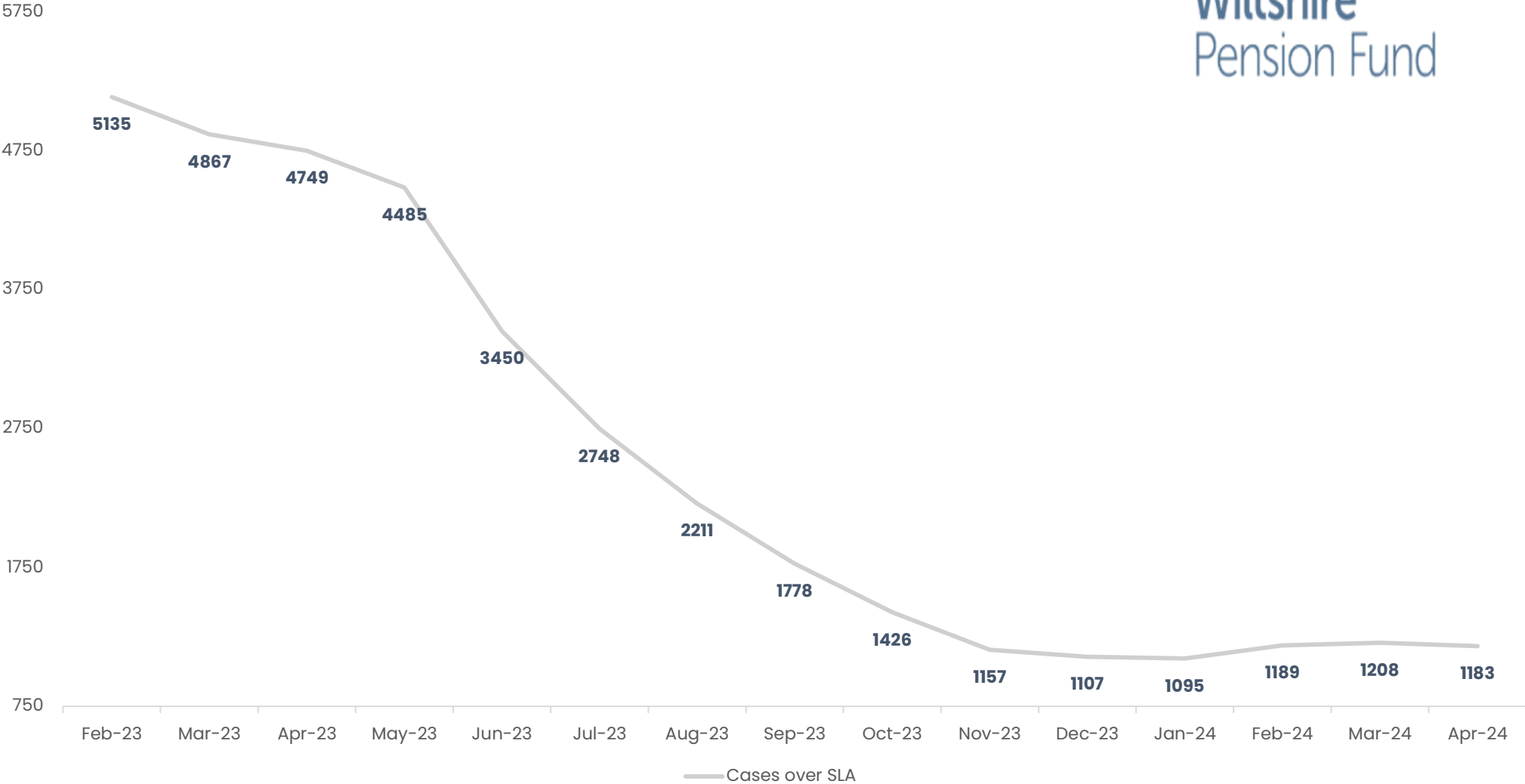
\*The leaver and aggregation scores are reliant on bringing case numbers down and therefore the existing KPI target scores are likely to worsen while older cases are cleared. With both Officers and Hymans working on aggregations we can see that this is starting to have an impact on the statistics.

Comparison of cases completed in period vs cases received



completed 14/05/2024

# Open cases over SLA



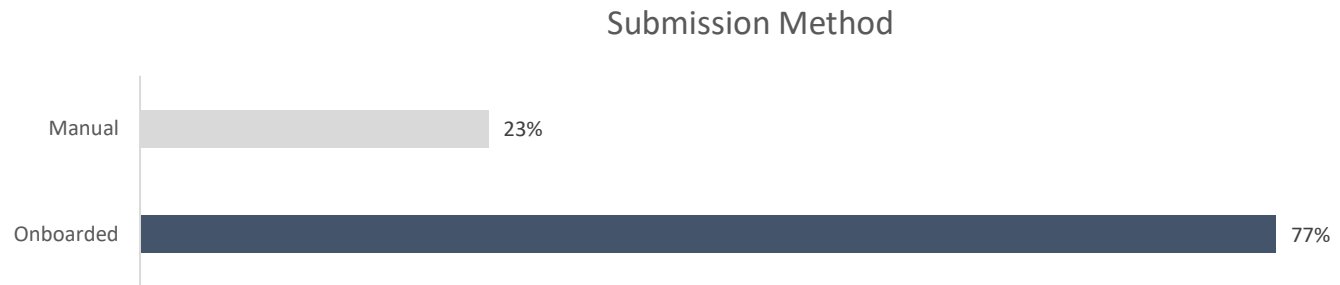
\*Includes all open cases over SLA



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

\* I-Connect onboarding resumed with effect from 01/02/2024\*

<b>Manual Submissions</b>	<b>42</b>	<b>23%</b>
<b>Onboarded</b>	<b>137</b>	<b>77%</b>
<b>Total</b>	<b>179</b>	<b>100%</b>



Completed 14/05/2024

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

	<b>Active</b>	<b>Deferred</b>	<b>Total</b>
<b>Registered</b>	12,569	14,154	<b>26,723</b>
<b>Total</b>	23,451	30,708	<b>54,159</b>
<b>Percentage</b>	43%	57%	<b>100%</b>

\*Excludes members with password resets or disabled account.

Completed 14/05/2024

## Internal targets - Employers



### 6. i-Connect submission performance - as at 30/04/2024

Size of Scheme	Feb			Mar			Apr		
	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
<b>Small</b>	21	26	45%	27	64	30%	23	64	26%
<b>Medium</b>	0	2	0%	2	8	20%	1	9	10%
<b>Large</b>	0	0	0%	2	2	50%	0	64	0%
<b>Total</b>	21	28	43%	31	74	30%	24	137	15%

\*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 10th of the month following the month the data relates to.

\*Figures pulled within the period 01/02/2024 - 30/04/2024 - any submissions outside these date will not be included

Completed 14/05/2024



## 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 30 April 2024

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

98

### tPR Conditional Data

Percentage score at 30 April 2024

*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 30 April 2024

+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 30 April 2024

*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.*