1. Disclosure Requirements (CIPFA template)
– Quasi-legal performance measures

Disclosure Regulations for the period 01/10/2021 to 31/12/2021

Process name		Disclosure Requirement	Current % (Last quarter %)	Change since last quarter	No. cases within Legal Timeframe
Deaths - initial letter acknowledging death		2 months	100%	+17%	87
Deaths - letter notifying amount of dependants pension		2 months	100%	+35.9%	42
Divorce quote - letter detailing cash equivalent value and other benefits		3 months	100%	0%	37
Refund - process and pay a refund		2 months	100%	+0.8%	138
Retirements - letter notifying estimate of retirement benefits		2 months	100%	+2.1%	206
Retirements - letter notifying actual retirement benefits + process and pay benefits on time	**Active**	2 months	98.9%	+7.3%	281
	Deferred		99.4%	-0.2%	179
Transfers in – Letter detailing transfer in quote		2 months	100%	No measure	19
Transfers out – Letter detailing transfer out quote*		2 months	87.9%*	No measure	107
Joiners - notification of date of enrolment**		2 months	79.9%**	-4.5%	653
Deferment - calculate and notify deferred benefits		2 months	98.8%	+23.8%	753

Explanatory notes

The table above is based on a template produced and updated by CIPFA for insertion within LGPS Funds annual report. It is based on what are collectively known as the 'disclosure requirements' which broadly means that the Fund is required to supply certain information to members (or their next of kin).

* Transfers out quote and estimates: We have included this measure as it is part of the template but members have instant access to figures through MSS too.

** Joiners: This measures the time taken to confirm to a member that we have set them up in the Scheme. However, it is an employer responsibility to begin the deduction of contributions with effect from the member's start date and also to inform the member of their start date.

We have also removed very low volume task as percentages are not a good measure of performance.

Performance commentary for the quarter

The table shows either 100%, or close to 100% completion, in all areas except joiners and transfer out quotes.
For joiners, some technical difficulties have persisted whilst updating processes which have led to joiners still being lower than hoped. We continue to work to resolve this issue.

For transfer out quotes, we had previously excluded these as member have self-service access but we have included again for completeness.

2. tPR Data performance measures

Measure	Score	Change since last period
Common Data	98.7% (at 1 Nov 2021)	-0.5% since July 2021
Conditional (Scheme Specific) Data	95.0% (at 1 Nov 2021)	+0.1% since July 2021
Annual Benefit Statement production rate	99.5% (at 31/08/2021)	+2.6%

Explanatory

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 this measures each year as part of its Scheme Return.

tPR target's 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 it's 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.

Both sets of scores are reviewed annually

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 for this year has exceeded the business plan target of 99% and it follows a pattern of steady improvement since 2018 (2020: 96.9%, 2019: 95.0%, 2018: 93.9%). Due to improved systems (e.g. i-Connect) and processes, and despite additional checks being added, this has also being achieved using reduced levels of resources from previous years.

3.   Internally set targets (Fund)

While the figures in appendix 1 outline the (quasi) legal requirements using a CIPFA template, and appendix 2 outlines the tPR's own metrics against which it may take action, appendix 3 outlines internally set, aspirational service level targets.
The Fund's administrative performance priority is its performance against the targets in appendices 1 and 2 but the following sets of information set's out internally set targets to help met the goals of the Fund's business plan.

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.

KPI Category	Description	Target (in working days)	Complete at End of Period	% Complete Within Customer Target
Active to Retirement	Time from retirement form received to case complete less time out of office (with member/employer)	10	185	70.8% (-7.2%)
Deferred to Retirement	Time from instruction to pay out deferred benefits to case completed (less out of office time)	10	156	98.7% (+1.7%)
Processing of Death cases - Death Grant	Time from family questionnaire returned to case completed (less out of office time)	10	17	70.6%*
Processing of Death Cases - Dependant Pension	Time from family questionnaire returned to case completed (less out of office time)	10	42	81.0%*
Processing of Death cases - Notification	Time from informal notification of death until family questionnaire sent out + time to set up any follow on work (death grant/dependant pensions)	5	104	80.8%*
Refund of contributions	Time to process refund from the date of instruction from the member (less query time)	10	138	100% (+1.0%)

*There is no comparative measure as the process has changed since the last quarter to break down the process into is component parts.

b). i-Connect onboarding progress (Dec 2021)

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-as soon as possible.

	Number onboarded	Number left to onboard	Completion rate
Active members	12283	10,700 (total = 23,099)	53.2%
Employers	85	85 (total = 170)	50% (+4.7%)

The percentages are lower than previously reported as Swindon Borough Council and FS4S (a payroll provider, covering a large number of employers) joined and then left i-Connect due to reporting issues and changing payroll system. If these two organisations were added again, this would add an additional 21 employers, as they provide payroll services for other employers, and around another 25% of active members.

c). MSS (My Wiltshire Pension) take up

RECORDS	
ACTIVE	**8 February 2021**
Registered	8,437
Total	19,246
Percentage	**43.8% (+ 1.7%)**
DEFERRED	
Registered	8,081
Total	23,589
Percentage	**34.3% (+ 1.0%)**
TOTAL	
Registered	16,478
Total	42,835
Percentage	**38.5% (+ 1.1%)**

The table to the left shows the number of registered members as at 8 February 2022 (the comparison is to 1 November 2021)
Note: There are no comparative figures included for this quarter as the methodology has been updated to show figures based on persons rather records (although there is likely to be little difference).

d). 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 define a backlog for a process where there are more than 300 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:

i). 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.

ii). 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.
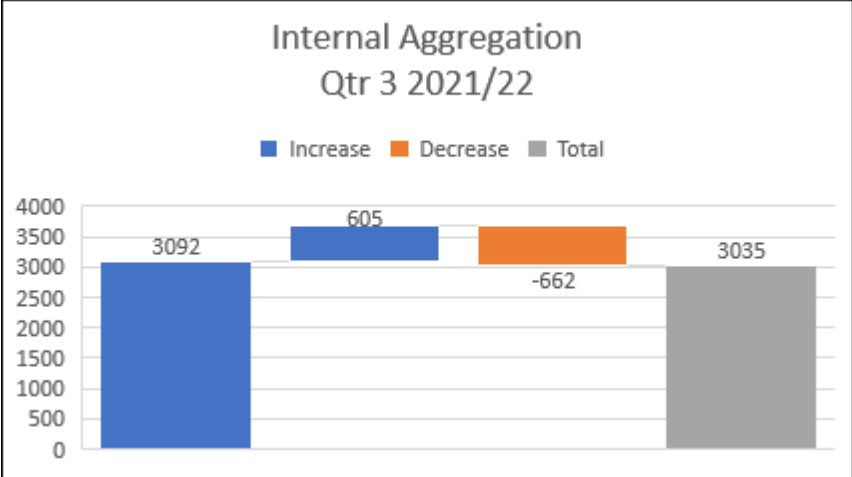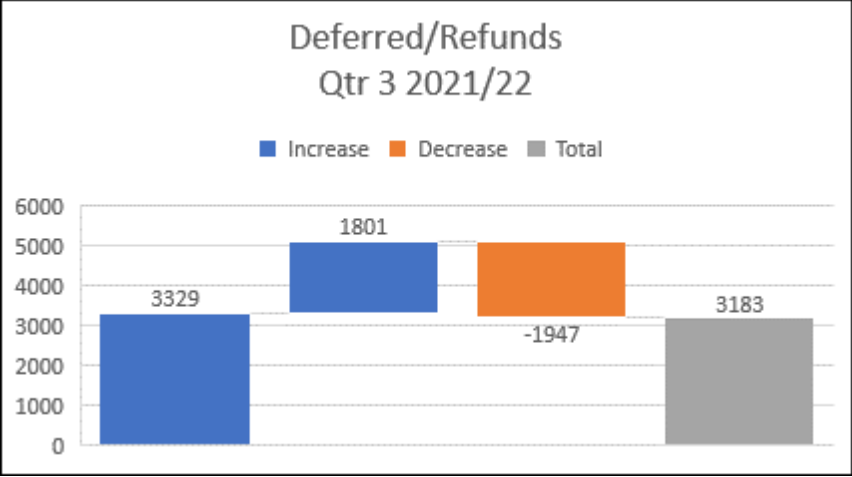
Commentary:
a). Administration Strategy KPIs – Fund

Table 1 shows the Fund is now approaching the desired performance levels of over 85% of cases meeting KPIs. With time, this table will be expanded to show lower priority case types as well.

b). & c). i-Connect and My Wiltshire Pension (MSS) onboarding

i-Connect take up amongst small employers has improved although difficulties encountered with onboarding large employers such as Swindon Borough Council, FS4S, Wiltshire Police and New College remain and officers continue to work closely with those organisations to onboard them as soon as possible. The main issue is there ability to produce the data in the format required, particularly whilst changing, or having changed, payroll system.

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, although some small improvements are still evident in the last few months.

d). Backlog monitoring

Some progress has been made in both areas but only to a limited extent. Officers are looking at options for external support to make a step improvement in numbers.

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.

i). Timeliness measure of submsissions
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.

Month		Oct			Nov			Dec		
		On-time	Late	% on time	On-time	Late	% on time	On-time	Late	% on time
iConnect Submissions	Large (250>)	6	0	100%	5	1	83%	5	1	83%
	Medium (50-250)	13	0	100%	15	0	100%	13	0	100%
	Small (10-50)	25	0	100%	26	2	93%	25	4	86%
	X Small (<10)	31	0	100%	31	0	100%	29	8	78%
Total		**75**	**0**	**100%**	**77**	**3**	**96%**	**72**	**13**	**85%**

ii). Quality measures

Data quality gradings: The Fund categorises each employer into one of three quality measures depending on the quality of the returns being produced. The middle category of Silver is the starting category. Gold means good quality returns are consistently produced, Silver means that good quality returns are mostly produced by some issues and errors occur while Bronze means that there are a number of concerns with the quality of data produced which requires frequent intervention, more checks and escalation with the employer. These categories are regularly monitored internally but not reported here.

Contributions vs data comparisons: Additionally, as part of its control checks, officers undertake a cross comparison between the data and the contributions received. A failure of this check for an employer indicates that either the contribution payment or the membership data submitted was incorrect (or both are incorrect) and further investigation with the employer is required.

The current breakdown of employers against this measure is as follows:

Month		Oct				Nov				Dec			
		Incorrect, Under	Incorrect, Over	Correct	% Accuracy	Incorrect, Under	Incorrect, Over	Correct	% Accuracy	Incorrect, Under	Incorrect, Over	Correct	% Accuracy
Monies Received Contributions total Comparison	Large (250>)	3	3	0	0	1	1	4	67	1	3	2	33
	Medium (50-250)	0	0	13	100	1	0	14	93	1	1	11	85
	Small (10-50)	0	7	18	72	2	3	23	82	0	4	25	86
	X Small (<10)	3	2	26	84	1	1	29	94	3	3	31	84
Total		6	12	57	76	5	5	70	88	5	11	69	81

b). Timeliness of contributions payments

Below is a breakdown showing the timeliness of employer contribution payments (i-Connect employers only).

Month		Oct			Nov			Dec		
		On-time	Late	% on time	On-time	Late	% on time	On-time	Late	% on time
Monies Received on time	Large (250>)	0	6	0%	0	6	0.00%	6	0	100%
	Medium (50-250)	9	4	69%	11	4	73.33%	13	0	100%
	Small (10-50)	24	1	96%	27	1	96.43%	29	0	100%
	X Small (<10)	28	3	90%	30	1	96.77%	34	0	100%
Total		61	14	81%	68	12	85.00%	82	0	100%