

WILTSHIRE COUNCIL

WILTSHIRE LOCAL PENSION BOARD
18 October 2017

PENSION FUND 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 benefits.

Background

2. As part of the Fund's 2015/18 Business Plan, the Fund has a commitment to introduce bi-annual performance reporting of KPIs in order to improve management information, assist with performance monitoring and increase transparency of the administration performance. This objective fits in with our overriding objectives to ensure the effective management and governance of the Fund and to provide an effective, customer friendly benefits administration service.
3. This commitment is also in line with the Pensions Regulator's increased focus on governance of public service pension schemes resulting from the extension of its remit to cover public service pension schemes via the Public Service Pension Act 2013 and the resulting *Code of Practice 14 - Governance and administration of public service pension scheme* which sets out the wide-ranging governance requirements the Regulator expects to see adhered to.
4. At its meeting on 23 March 2017, the Committee agreed a set of KPIs that the Fund would be measured against which are now attached to this report.

Considerations for the Board

5. The following KPIs are reported on and shown on the attached APPENDIX for 2017-18 Quarter 1 along with a trend analysis for the previous 2 quarters:
 - Putting benefits into payment on retirement from active status;
 - Commencing payment of benefits for deferred members;
 - Provision of retirement estimates;
 - Provision of deferred benefit statements to members who leave before 55;
 - Processing of transfer payments into and out of the Fund;
 - Provision of cash equivalent values in cases of divorce;
 - Processing of refunds of contributions;
 - Processing of inter-LGPS Fund transfers; and
 - Payment of death grants and applicable survivor's pensions.
6. The data is subdivided into the time taken to complete each task into different tranches (0 to 5 days, 6 to 10 days, etc.), as well as setting out those instances where performance was outside of the statutory time limits. This information allows the Fund to look at trends and to provide a better understanding of any potential issues impacting the day-to-day administration of the Fund.

7. Separately the Fund will be introducing reporting on the performance of scheme employers, including Wiltshire Council, in the accurate deduction of employee and employer contributions (see separate paper on this agenda) and their timely payment over to the Fund. All employer organisations have been notified and a revised framework is being implemented from October 2017.
8. The Fund will also be extending its reporting on employer performance. The Fund is collecting data on the provision of information relating to changes, starters, retirements, leavers and hope to be in a position shortly to agree a format for presenting this information.
9. Ultimately the Pension Committee and Board will receive a suite of metrics that will also include membership data, compliance with the Pension Regulators Code of Practice, and a summary of IDRPs cases.

Conclusions

10. This information provides short term analysis on the Fund's performance against key administrative tasks. As time passes, this will provide a greater insight into longer term trends and identify areas for improvements.
11. **Active to retirement** cases has seen a fall each quarter in meeting the target timeframe. This is related to resourcing issues at the Senior Pension Officer level, which has led to Pension Officers, who are responsible for these retirements, providing additional cover to maintain the service in **processing death cases**. Despite this, overall, the number of active retirement cases completed was at its highest level over the three quarters in Q1. The resourcing issues have also had a similar impact on **transfer outs** cases.
12. In a number of **Active to Retirement** cases that were not processed within 20 days, there are some cases that required clarification from the member's employer's payroll agents that further impacted on delays. The Fund is continually striving to work with employers to highlight and address educational issues to ensure processes are seamless in providing the very best service for the member.
13. **Refund of contributions** has also seen a fall in terms of meeting targets. The main reason for this reduction during this period is that the Pension Assistants were primarily focussing on processing **leavers to deferred status** ahead of the Annual Benefit Statement (ABS) exercise. This was prioritised as it's a statutory requirement for the Fund to provide all deferred members with an ABS. This is evidenced by the increase in performance of the **leavers to deferred status** cases from 81% in Q4 to 91% in Q1, and the number completed within timeframe rising from 215 in Q3, to 539 in Q1.
14. The current review of the pension team will aim to ensuring a better balance of resources at the correct levels to ensure targets are achieved moving forward.
15. Officers will continue to develop its suite of reporting to ensure that Board and Pension Committee have the relevant information to enable the appropriate level of scrutiny of the Fund's performance.

Environmental Impact

16. There is no environmental impact from this report.

Financial Considerations

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

Risk Assessment

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

Legal Implications

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

Safeguarding Considerations/Public Health Implications/Equalities Impact

20. There are no implications at this time.

Proposals

21. The Board is requested to note the Fund's performance against its key performance indicators.

MICHAEL HUDSON
Treasurer to the Pension Fund

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APPENDIX

Wiltshire Pension Fund

Benefit Administration Key Performance Indicators

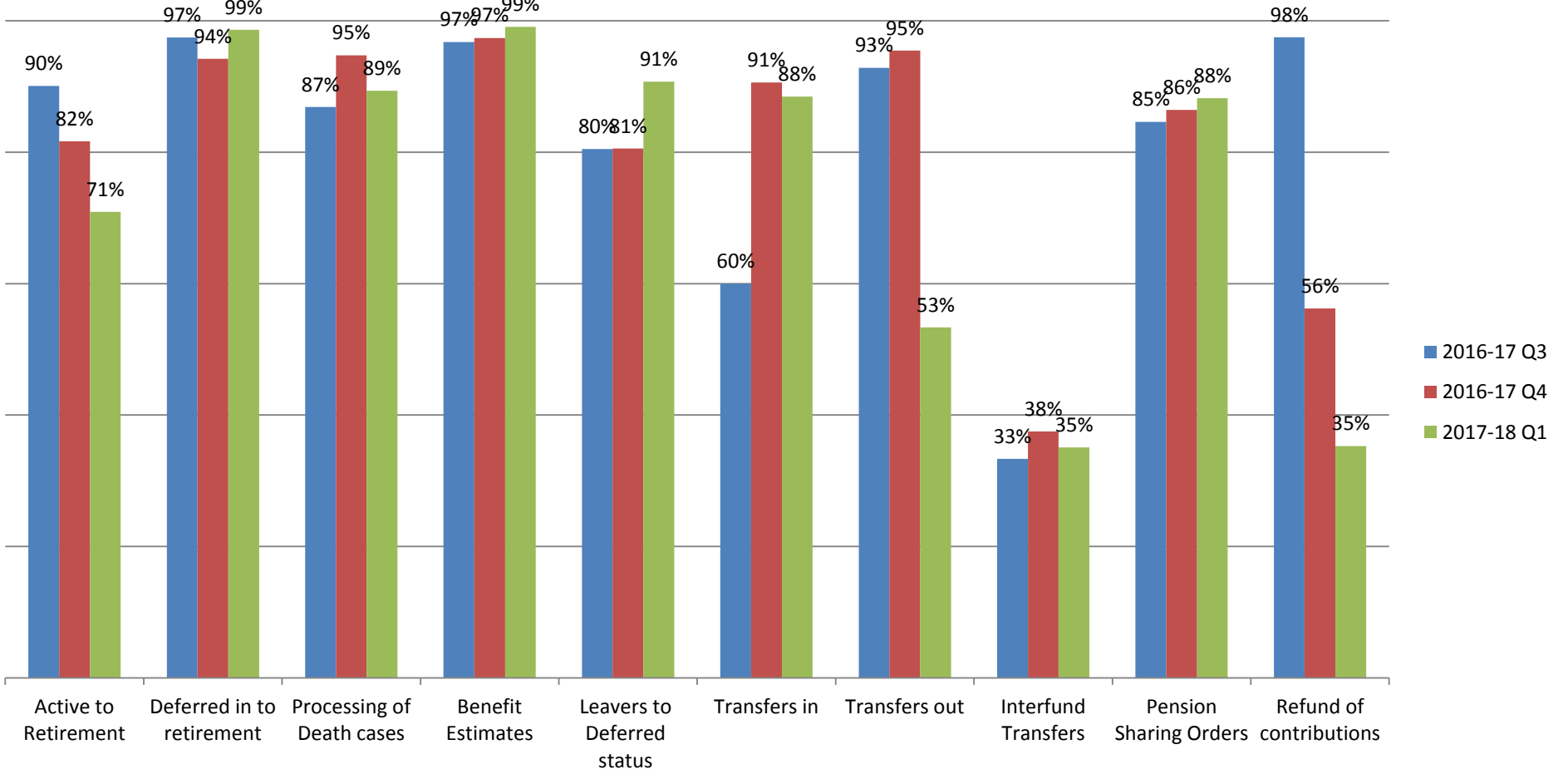
Period 01/04/2017 to 30/06/2017

Type of case	Time to complete						Total	Timescales % on target	Timescales working days
	0 - 5 days	6 - 10 days	11 - 15 days	16 - 20 days	20 - 40 days	40 days +			
Active to Retirement	38	28	23	16	24	19	148	71%	20
Deferred in to retirement	116	22	6	0	1	1	146	99%	20
Processing of Death cases	43	40	15	11	3	10	122	89%	20
Benefit Estimates	96	47	38	16	16	2	215	99%	40
Leavers to Deferred status	247	261	24	7	28	58	625	91%	40
Transfers in	8	6	4	2	3	3	26	88%	40
Transfers out	4	0	3	0	1	7	15	53%	30
Interfund Transfers	11	3	1	2	3	37	57	35%	40
Pension Sharing Orders	18	11	1	5	10	6	51	88%	30
Refund of contributions	36	22	8	6	59	73	204	35%	20
Grand Total	617	440	123	65	148	216	1609		
Percentage	38%	27%	8%	4%	9%	13%			

Working days from receipt of information from Employer/scheme member
Currently ignores quote work carried out beforehand

WPF KPIs 2016-17 Q3, Q4 & 2017-18 Q1

%age of cases completed within target number of days



WPF KPIs 2016-17 Q3, Q4, & 2017-18 Q1
 Number of cases completed within target number of days

