Appendix 2: Admin KPIs

1. tPR Data performance measures

Measure	Score	Change since last period
Common Data	98% (at 1 Nov 2022)	-1% since Nov 2021
Conditional (Scheme Specific) Data	96% (at 1 Nov 2022)	+1% since Nov 2021
Annual Benefit Statement production rate	**98.7%** (at 31 Aug 2022)	-0.8% from 2021
Pension Saving Statements	**100%**	No measure

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 (98.7%) for this year 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. Most of the remaining failures are resolved but officers are still liaising with Swindon Borough Council to clear the last remaining issues.

However, this score is still relatively high compared to 2018-2020, albeit lower than 2021.
2021: 99.5%
2020: 96.9%
2019: 95.0%
2018: 93.9%.

All **Pension Saving Statements** 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.

Explanatory – background to the measures above.

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 these measures each year as part of its Scheme Return.

tPR target is 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 its 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.

c). Pension Saving Statements

The Fund is required to send pension saving statements (relating to annual allowance tax charges) to all affected members by the 6 October each year.

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).

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.

Table 1: Performance over December-February 2022/23

Performance over the period 1 December to 28 February 2023

Priority Category	Process	SLA (Working days)	Tolerable Performance	Closing cases prior report	*Reporting adjustment over period	Cases Open at Start	Cases received	Cases processed	Cases open at end	Case Change	Completed on target	KPI change
High	Deaths	5/10/20 days	95%	406	-6	400	651	616	435	▲	81%	▲
High	Retirements	10/20 days	95%	551	-43	508	773	746	535	▲	80%	▲
High	Refunds	10 days	95%	23	0	23	180	194	9	▼	99%	►
Medium	Transfers Out	10/20 days	90%	236	-32	204	277	214	267	▲	34%	▲
Medium	Transfers In	10/15/20 days	90%	33	-3	30	39	44	25	▼	52%	▲
Medium	Aggregations	23 days - 1 year	90%	3544	-469	3075	883	801	3157	▲	84%	▲
Medium	Leavers	23 days - 46 days	90%	3557	-321	3236	1586	1470	3352	▲	53%	▲
Medium	Divorce	20 - 25 days	90%	18	-2	16	63	55	24	▲	55%	▲

*The adjustments represent terminated and deleted workflows between the two reporting periods. Secondary reporting justifying the adjustment will be available from the next committee period

Table 2: Monthly breakdown of completion on target percentage

Priority Category	Process	SLA (Working days)	Tolerable Performance	December Completed on target	January Completed on target	February Completed on target
High	Deaths	5/10/20 days	95%	84%	78%	81%
High	Retirements	10/20 days	95%	87%	79%	77%
High	Refunds	10 days	95%	99%	99%	100%
Medium	Transfers Out	10/20 days	90%	46%	23%	28%
Medium	Transfers In	10/15/20 days	90%	57%	46%	50%
Medium	Divorce	20 - 25 days	90%	64%	63%	40%
Medium	Aggregations	23 days - 1 year	90%	87%	81%	84%
Medium	Leavers	23 days - 46 days	90%	51%	61%	47%

Table 3: 'Ready to go' aging analysis (as at 28 February 2023)

Priority level	Age analysis (working days)						
	1-5	5-10	10-15	15-20	21-40	2+ months	Total
High	301	288	116	50	66	56	877
Medium	315	136	248	129	491	5376	6695

Table 4: 'In office' tasks within 6 days off the target date (excluding backlog areas) as at 28 February 2023

	High priority	Medium priority	Total
In office tasks	139 (+104)	133 (+60)	272 (+164)

Commentary:
The introduction of a new Work Allocation System (IWAS) is gradually having the impact of improving Admin KPIs. However, putting in place a KPI Improvement plan is essential to maintain efficiencies in the longer term by addressing the underlying and fundamental Fund approach to performance, as well as being able to consider whether additional resource is required.
The key indicator of likely, future KPI performance is the volumes of tasks in table 4.

Table 4: This table acts as an 'early indicator' to show whether the processing teams (in the non-backlog areas) are sufficiently up to date with processing work. The goal is for the numbers to be zero, or close to zero, to ensure that work is picked up with sufficient time available to complete it with the target time.
Since monitoring of this metric began, the figures have typically remained between 200 and 250, but in recent weeks there has been an increase.

Table 1 & 2: All high priority cases have increased "amber".

The percentage scores for medium priority tasks impact the figures under "high" in table 4. The numbers in table 4 need to reduce for the medium priority KPI scores to improve.

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.

b). i-Connect onboarding progress (31 December 2022)

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 as soon as possible.

	Number onboarded	Number left to onboard	Completion rate
Active members	15235	C 8,250 (total =c 23,485)	64.9%
Employers	145	45 (total = 190)	76.3%

Outstanding employers updates (major employers):
*Swindon Borough Council (SBC) and FS4S (a payroll provider), Wiltshire Police and New College (which collectively cover over 90% of remaining active membership not already onboarded). In all cases, their onboarding has been complicated by changes they have made to their payroll system.
Officers are supporting each of these organisations but will also be escalating matters to more senior staff should good progress not be made soon.

c). MSS (My Wiltshire Pension) take up

	RECORDS
ACTIVE	**1 December 2022**
Registered	11,038*
Total	22,074*
Percentage	**50.0%***
DEFERRED	
Registered	13,060*
Total	30,588*
Percentage	**42.7%***
TOTAL	

Registered	24,098*
Total	52,662*
Percentage	**45.8%***

Excludes members with password resets or disabled account.

4. Internal targets - Employers

(Not updated to provide more recent figures due to staff absences)

a). i-Connect submission performance

<u>Note</u>**: 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.**

Timeliness measure of submissions
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	Late		On-time	Late	
iConnect Submissions	Large (250>)	5	1	83%	6	0	100%	7	0	100%
	Medium (50-250)	24	4	86%	26	1	96%	26	0	100%
	Small (10-50)	29	2	94%	29	1	97%	31	1	97%
	X Small (<10)	54	6	90%	50	8	86%	51	9	85%
Total		**112**	**13**	**90%**	**111**	**10**	**92%**	**115**	**10**	**92%**