1. 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	**98.7%** (at 31 Aug 2022)	-0.8% from the previous year
Pension Saving Statements	**100%**	No measure

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.

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.

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.
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.

2. 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).

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 the period 1 July to 31 August 2022

Performance over the period 1 July to 30 Sept 2022

Priority Category	Process	SLA (Working days)	Tolerable Performance	Cases Open at Start	Cases received	Cases processed	Cases open at end	Case change	Completed on target	Change
High	Deaths	5/10/20 days	95%	322	424	395	351	↑	76%	+13%
High	Retirements	10/20 days	95%	355	836	636	554	↑	82%	+1%
High	Refunds	10 days	95%	6	164	169	1	↓	99%	+2%
Medium	Transfers Out	10/20 days	90%	142	268	166	244	↑	54%	-16%
Medium	Transfers In	10/15/20 days	90%	28	33	32	29	⇄	50%	-18%
Medium	Divorce	20 - 25 days	90%	6	46	41	11	⇄	80%	-12%
Medium	Aggregations (BACKLOG)	23 days - 1 year	90%	3604	586	608	3582	↓	69%	-7%
Medium	Leavers (BACKLOG)	23 days - 46 days	90%	3451	2011	1491	3971	↑	56%	-3%

Table 2: Monthly breakdown of completion on target percentage

Priority Category	Process	SLA (Working days)	Tolerable Performance	July Completed on target	August Completed on target	September Completed on target
High	Deaths	5/10/20 days	95%	82%	79%	55%
High	Retirements	10/20 days	95%	91%	82%	68%
High	Refunds	10 days	95%	100%	98%	99%
Medium	Transfers Out	10/20 days	90%	45%	63%	59%
Medium	Transfers In	10/15/20 days	90%	69%	0%	50%
Medium	Divorce	20 - 25 days	90%	88%	77%	80%
Medium	Aggregations **(BACKLOG)**	23 days - 1 year	90%	59%	71%	78%
Medium	Leavers **(BACKLOG)**	23 days - 46 days	90%	64%	52%	55%

Table 3: 'Ready to go' aging analysis (as at 31 August)

Priority level	Age analysis (working days)						Total
	1-5	5-10	10-15	15-20	21-40	2+ months	
High	4	6	5	8	17	22	62
Medium	2	4	3	13	543	6128	6695

Table 4: 'In office' tasks within 5 days off the target date (excluding backlog areas) as at 14 October 2022

	High priority	Medium priority	Total
In office tasks	68	131	199

Commentary:

Table 1 & 2: Shows improvements in the KPIs relating to high priority tasks but a worsening in the percentages for medium priority tasks. It is important to note that the (medium priority) aggregation and leaver tasks both have significant backlogs, which are currently being outsourced, and therefore the priorities in those areas is to reduce down the volumes to manageable levels.
The reduction in the figures for September is partly due to implementing the new Work Allocation System (IWAS) which meant time was spent clearing older tasks first, which meant more failures coming through the system.

Table 4: Shows what officers consider to be the key metric to achieving high KPIs in future. As backlog work is being outsourced to Hymans, this metric shows the non-backlog areas at the moment but it will be expanded to show aggregation and leaver work not being outsourced in future. The goal is to reduce these numbers to zero which then mean that there was sufficient time to turnaround work with the KPI timeframe.

The introduction of a new Work Allocation System (IWAS) is expected to have the impact of improving high priority task KPIs but initially worsening the medium priority cases. Therefore to ensure that the Fund is scoring highly on all tasks, officers are put a plan in place to improve efficiency and consider whether additional resource is required.

b). i-Connect onboarding progress (31 August 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	13816 (-300)	c9,000 (total =c 23,000)	61.6%
Employers	133 (-1)	47 (total = 180)	73.9% (+0.3%)

The comparison figure is to 17 July 2022.

Outstanding employers updates (major employers):

*Swindon Borough Council (SBC) and FS4S (a payroll provider), Wiltshire Police and New College covering nearly all of the 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	**31 August 2022**
Registered	10,687
Total	22,656
Percentage	**47.2% (+0.7%)**
DEFERRED	
Registered	12,760
Total	31,537
Percentage	**40.1% (+0.3%)**
TOTAL	
Registered	23,447
Total	54,193
Percentage	**43.3% (+0.5%)**

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		Jun 2022			Jul 2022			Aug 2022		
		On-time	Late	% on time	On-time	Late	% on time	On-time	Late	% on time
iConnect Submissions	Large (250>)	6	0	100%	6	1	86%	6	0	100%
	Medium (50-250)	24	1	96%	26	1	96%	24	2	92%
	Small (10-50)	31	0	100%	31	0	100%	31	1	97%
	X Small (<10)	50	0	100%	56	2	97%	50	1	98%
Total		**111**	**1**	**99%**	**119**	**4**	**97%**	**111**	**4**	**97%**