

Appendix 3 – Administration KPI's

An analysis of the administrative performance over the period

1 December 2023 – 29 February 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 December 2023 to 29 February 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%	309	56	253	457	411	299	●	81%
High	Retirements	10/20 days	95%	564	252	312	702	589	425	●	58%
High	Refunds	10 days	95%	24	15	9	168	160	17	●	99%
Medium	Transfers Out	10/20 days	90%	311	90	221	276	242	255	●	59%
Medium	Transfers In	10/15/20 days	90%	34	14	20	38	16	42	●	69%
Medium	Aggregations	23 days – 1 year	90%	1323	219	1104	937	758	1283	●	85%
Medium	Leavers	23 days – 46 days	90%	1095	320	775	1805	1860	720	●	80%
Medium	Divorce	20 – 25 days	90%	24	4	20	58	52	26	●	88%

*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	245	54	36	18
Retirements	268	157	96	61
Refunds	17	0	0	0
Transfers Out	110	145	53	92
Transfers In	9	33	14	19
Aggregations	297	986	423	563
Leavers	293	427	213	214
Divorce	7	19	8	11
Total	1246	1821	843	978

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

Table 2: Monthly breakdown of completion on target percentage

				Financial QTR3 Jul - Sept 2023	Financial QTR4 Oct - Dec 2023	January	February
Priority Category	Process	SLA (Working days)	Tolerable Performance				
High	Deaths	5/10/20 days	95%	81%	92%	92%	91%
High	Retirements	10/20 days	95%	58%	70%	71%	61%
High	Refunds	10 days	95%	100%	100%	100%	100%
Medium	Transfers Out	10/20 days	90%	61%	66%	74%	80%
Medium	Transfers In	10/15/20 days	90%	71%	68%	63%	80%
Medium	Divorce	20 - 25 days	90%	89%	80%	78%	100%
Medium	Aggregations	23 days - 1 year	90%	84%	83%	86%	89%
Medium	Leavers	23 days - 46 days	90%	77%	79%	80%	62%

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

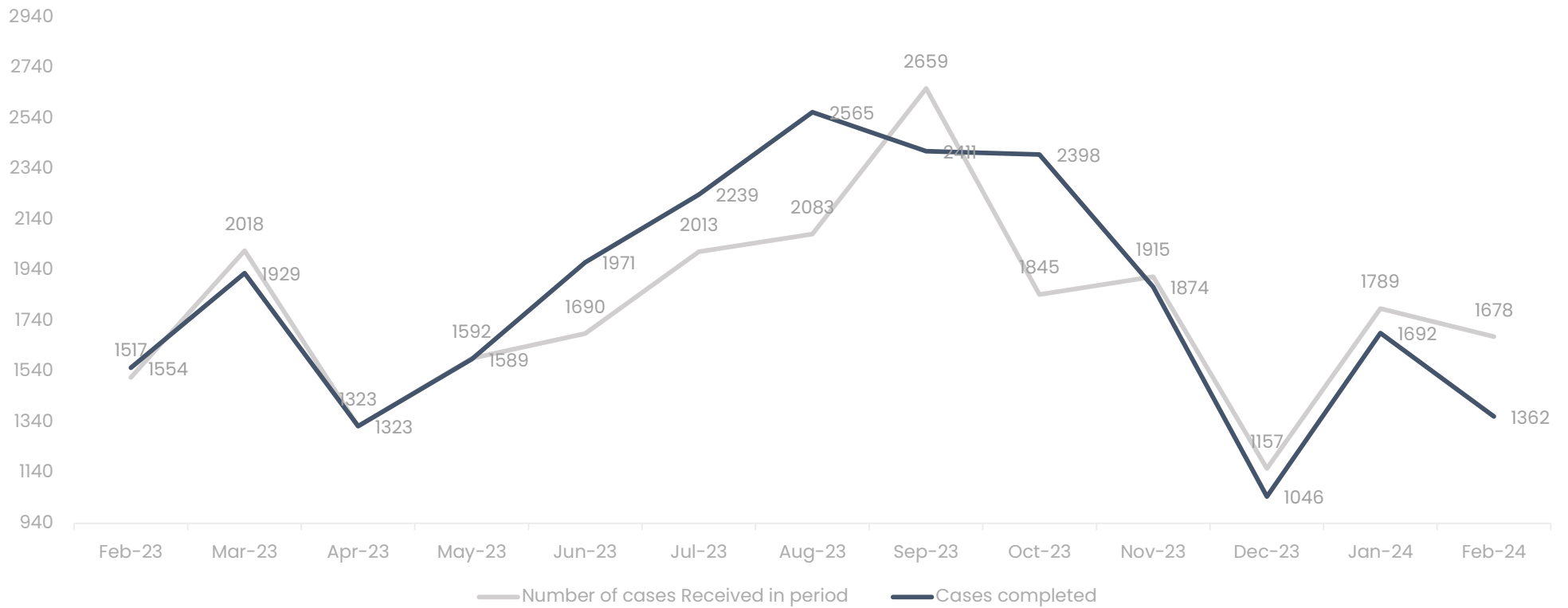
Table 3: 'In Office' (as at 29 February 2024)

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

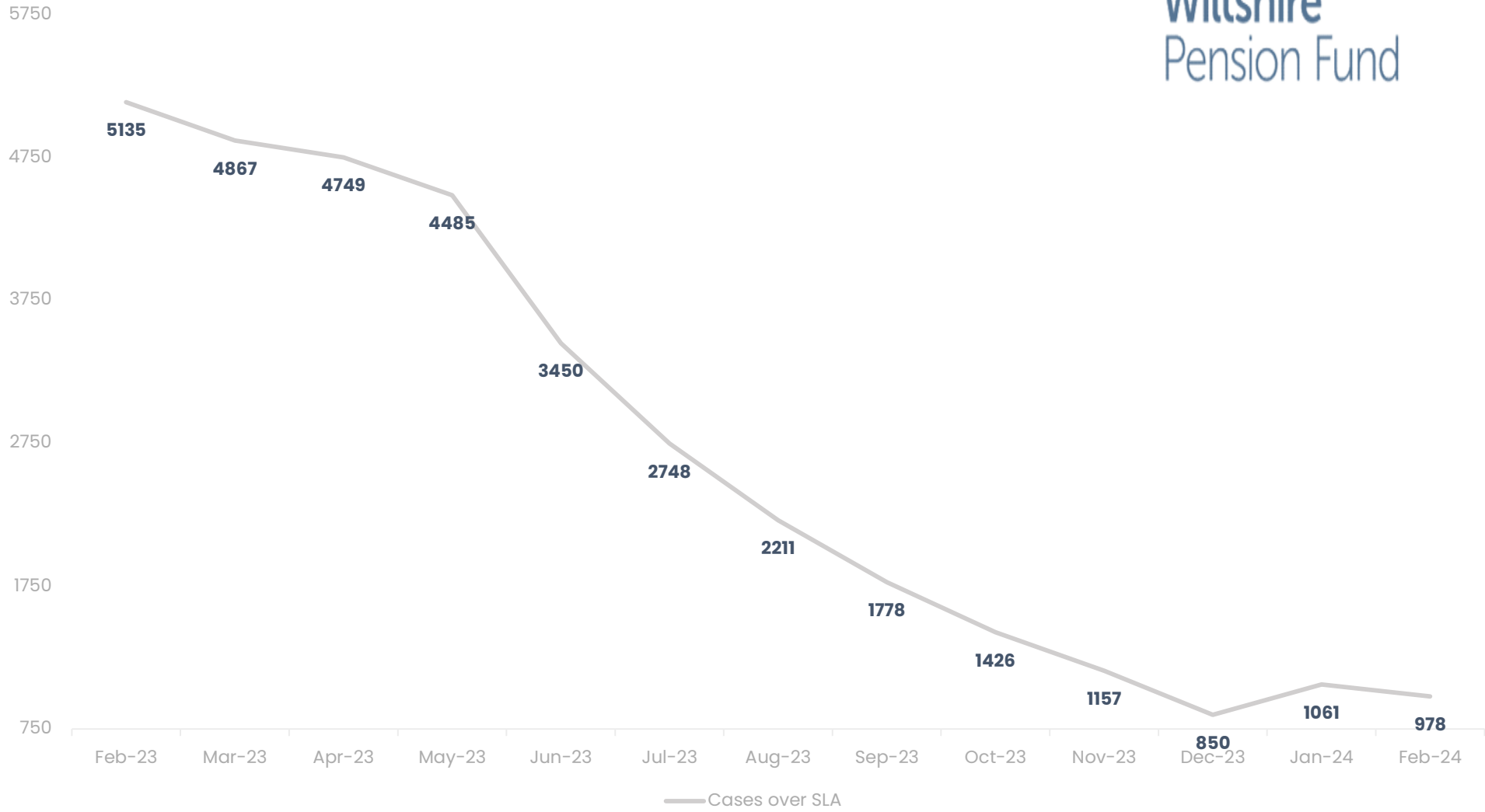
		Age analysis (working days)							
Priority level	Process	1-40	2-6 months	6-12months	1year +	2year +	3year +	4 year +	Total
High	Deaths	43	3	7	1	0	0	0	54
High	Retirements	151	2	0	4	0	0	0	157
High	Refunds	0	0	0	0	0	0	0	0
Medium	Transfers Out	103	41	1	0	0	0	0	145
Medium	Transfers In	23	10	0	0	0	0	0	33
Medium	Aggregations	292	515	49	49	81	0	0	986
Medium	Leavers	227	19	96	65	17	3	0	427
Medium	Divorce	17	2	0	0	0	0	0	19

*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



Open cases over SLA



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

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

5. MSS (My Wiltshire Pension) take up

	As at 29/02/2024		
	Active	Deferred	Total
Registered	13,168	13,984	27,152
Total	24,469	30,589	55,058
Percentage	54%	46%	49%

*Excludes members with password resets or disabled account.

Internal targets - Employers



6. i-Connect submission performance

	December			January			February		
Size of Scheme	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target	On-time	Late	Submitted on Target
Small									
Medium									
Large									
Total									

Data unavailable at time of drafting

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 29 February 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 29 February 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 31 August 2023

+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 5 October 2023

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.

