

1. tPR Data performance measures

(Note: There is no change since the last meeting, but data has been included for completeness)

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

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 (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.

However, this score is still relatively high compared to 2018-2020.

2021: 99.5%

2020: 96.9%

2019: 95.0%

2018: 93.9%.

2. 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).

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 31 August
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	315	290	347	↑	83%	+20%
High	Retirements	10/20 days	95%	355	607	477	485	↑	87%	+6%
High	Refunds	10 days	95%	6	111	102	15	↔	99%	+2%
Medium	Transfers Out	10/20 days	90%	155	199	107	247	↑	50%	-20%
Medium	Transfers In	10/15/20 days	90%	29	23	18	34	↔	50%	-18%
Medium	Aggregations	23 days - 1 year	90%	3618	388	417	3589	↓	65%	-11%
Medium	Leavers	23 days - 46 days	90%	3466	1074	840	3700	↑	57%	-2%
Medium	Divorce	20 - 25 days	90%	6	28	21	13	↔	81%	-11%

Table 2: Monthly breakdown of completion on target percentage

Priority Category	Process	SLA (Working days)	Tolerable Performance	July	August	September
				Completed on target	Completed on target	Completed on target
High	Deaths	5/10/20 days	95%	82%	79%	Not available in time for the meeting.
High	Retirements	10/20 days	95%	91%	82%	
High	Refunds	10 days	95%	100%	98%	
Medium	Transfers Out	10/20 days	90%	45%	63%	
Medium	Transfers In	10/15/20 days	90%	69%	0%	
Medium	Aggregations	23 days - 1 year	90%	59%	71%	
Medium	Leavers	23 days - 46 days	90%	64%	52%	
Medium	Divorce	20 - 25 days	90%	88%	77%	

Table 3: 'Ready to go' aging analysis

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	613	6695

Commentary:

Table 1 & 2: Shows improvements in the KPIs relating to high priority tasks but a worsening in the percentages for medium priority tasks. The

Table 3: Whilst the KPI performance is at an undesirable level, this table shows that only 62 high priority cases were currently ‘in office’ (i.e. “ready to go”) and therefore workloads are at a level that KPIs could increase materially with moderate actions over the next few months. Table 1 and 3 also illustrates the volume of the backlog cases. This will mostly be addressed by outsourcing this work.

Table 4: Shows the aging of ‘ready to go’ cases, which highlights the backlogs sit in medium priority areas and that many of those cases are significantly overdue.

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%)

4. Internal targets - Employers

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 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		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%