

## Administration Activity

### Administration Activity

#### Key Performance Indicators

The analysis below shows performance of the administration team in relation to key processes over the past 12 months. The bold line shows the KPI target. To pattern of cases over the year is shown on the right hand side.

This casework does not include periodic tasks (such as the triennial valuation, publication of the Annual Benefit Statements, End of Year processes or notification of changes to Regulations).

Type of Case	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	Total	Dec 2021	Mar 2022	Jun 2022	Sept 2022
Active Retirement	150	88	159	0	0	<b>397</b>	102	56	114	125
Deferred Retirement	154	159	424	0	0	<b>737</b>	140	172	203	222
Estimates	149	217	1,762	0	0	<b>2,128</b>	464	507	563	594
Deferred Benefits	152	65	152	298	3,043	<b>3,710</b>	843	947	908	1012
Transfers In & Out	15	12	56	0	0	<b>83</b>	27	21	19	16
Divorce	21	24	127	0	0	<b>172</b>	58	42	40	32
Refunds	213	241	73	0	0	<b>527</b>	121	136	120	150
Rejoinders	25	17	37	156	0	<b>235</b>	63	48	72	52
Interfunds	30	62	295	0	0	<b>387</b>	97	82	109	99
Death Benefits	278	52	69	0	0	<b>399</b>	93	106	77	123
<b>Total</b>	<b>1,187</b>	<b>937</b>	<b>3,154</b>	<b>454</b>	<b>3,043</b>	<b>8,775</b>	<b>2,008</b>	<b>2,117</b>	<b>2,225</b>	<b>2,425</b>

## Work in Progress

The Administration Performance does not reflect work in progress which is with the team, employers, members or other third parties. The analysis below shows casework in progress at 30 September 2022 in relation to key processes.

	<b>Cases in progress 0-5 days from receipt</b>	<b>Cases in progress 6-10 days from receipt</b>	<b>Cases in progress 11-15 days from receipt</b>	<b>Cases in progress 16-20 days from receipt</b>	<b>Cases in progress 21-30 days from receipt</b>	<b>Cases in progress 31+ days from receipt</b>	<b>Cases in progress Total</b>
<b>Active Retirement</b>	5	14	3	0	0	0	<b>22</b>
<b>Deferred Retirement</b>	12	19	5	2	3	1	<b>42</b>
<b>Estimates</b>	48	155	35	11	9	2	<b>260</b>
<b>Deferred Benefits</b>	26	223	76	25	76	19	<b>445</b>
<b>Transfers in / out</b>	4	0	1	0	0	0	<b>5</b>
<b>Divorce</b>	6	15	2	0	0	0	<b>23</b>
<b>Refunds</b>	11	19	0	0	0	0	<b>30</b>
<b>Rejoiners</b>	7	6	3	6	0	0	<b>22</b>
<b>Interfunds</b>	9	14	5	3	1	0	<b>32</b>
<b>Death Benefits</b>	10	3	1	5	3	14	<b>36</b>
<b>Total</b>	<b>138</b>	<b>468</b>	<b>131</b>	<b>52</b>	<b>92</b>	<b>36</b>	<b>917</b>
<b>Previous quarter (total)</b>	73	87	254	19	237	0	<b>670</b>

## Portal access

The table shows registrations to the Member Portal (which allows members to view their Annual Benefit Statement, produce retirement estimates and to access and update their personal details) and Employer Portal (which allows them to submit data on starters/leavers and run estimate). Also included are the number of log in to the Member Portal over the quarter.

		<b>Registration 30-Jun-22</b>	<b>Registration 30-Sept-22</b>	<b>No. Log In Jul 22</b>	<b>No. Log In Aug 22</b>	<b>No. Log In Sept 22</b>
Active	Registered	11,432	11,900	2,336	3,577	3,912
	Opt out of online	169	163			
	No Response	14,184	13,290			
Deferred	Registered	10,546	11,305	3,365	1,722	212
	Opt out of online	193	206			
	No Response	24,629	24,543			
Pensioner	Registered	8,672	9,183	1,250	1,220	245
	Opt out of online	6,024	6,087			
	No Response	8,573	8,246			
<b>Total</b>	<b>Registered</b>	<b>30,650</b>	<b>32,388</b>	<b>6,951</b>	<b>6,519</b>	<b>4,369</b>
	<b>Opt out of online</b>	<b>6,386</b>	<b>6,456</b>			
	<b>No Response</b>	<b>47,386</b>	<b>51,820</b>			
Employers	Registered	156	157			
	% of employers	73.2%	73.02%			

## Call and email volumes

The analysis below shows the call and email volumes received by the administration team over the quarter.

<b>Month</b>	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>	<b>Total</b>
Calls received	521	506	490	<b>1,517</b>
Calls answered	516 (99%)	498 (98%)	481 (99%)	<b>1,495 (99%)</b>
Average wait time	73 seconds	61 second	72 seconds	-
Emails	599	494	788	<b>1,881</b>

## Contribution Monitoring

All LGPS contributions are expected to be received by the Fund on the 22nd of each month following deduction. The analysis below shows performance of employers.

Month	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Total Active Employers	212	213	214	215	215
Fully compliant	204	201	206	199	191
Partially complaint – late remittance	7	7	6	12	11
Partially complaint – late payment	1	5	2	4	13
Not complaint – late remittance & payment	0	0	0	0	0
Total Value of Late Payments (£)	35,133	70,326	994	3,028	8,871
Number of Late payments still outstanding	-	-	-	-	-
Total Amount Still overdue (£)	-	-	-	-	-
Overdue Amount as a % of total contributions	-	-	-	-	-

## Complaints and Compliments

Over the quarter the team received eight compliments, with 23 compliments over the previous 12 months.

The analysis below shows complaints received over the past 12 months. Officers consider lessons learnt and any service improvements to be implemented following the receipt of a complaint.

	No.	Resolved / Ongoing	Stage resolved
<b>Response Time</b> in relation to time take to provide a pension estimate, a Cash Equivalent Transfer Value (CETV) and process a trivial commutation.	3	Resolved	All Stage 1
<b>Error in estimated pension figures</b> which were updated when finalised, caused by incorrect added years contract and a duplicate transfer credit	2	Resolved	All Stage 1
<b>Information provided</b> which the member indicated did not sufficiently inform them about the impact of combining pension records.	1	Resolved	All Stage 1