

Administration Activity

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

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.

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

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.

		Registration 30-Jun-22	Registration 30-Sept-22	No. Log In Jul 22	No. Log In Aug 22	No. Log In Sept 22
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			
Total	Registered	30,650	32,388	6,951	6,519	4,369
	Opt out of online	6,386	6,456			
	No Response	47,386	51,820			
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.

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

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
Response Time 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
Error in estimated pension figures which were updated when finalised, caused by incorrect added years contract and a duplicate transfer credit	2	Resolved	All Stage 1
Information provided which the member indicated did not sufficiently inform them about the impact of combining pension records.	1	Resolved	All Stage 1