

## 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	Mar 2022	Jun 2022	Sept 2022	Dec 2022
Active Retirement	174	93	143	0	0	410	56	114	125	115
Deferred Retirement	146	150	479	0	0	775	172	203	222	178
Estimates	150	252	1,699	0	0	2,101	507	563	594	437
Deferred Benefits	117	55	152	269	3,118	3,711	947	908	1,012	844
Transfers In & Out	29	19	37	0	0	85	21	19	16	29
Divorce	13	28	95	0	0	136	42	40	32	22
Refunds	169	285	103	0	0	557	136	120	150	151
Rejoiners	23	16	37	155	0	231	48	72	52	59
Interfunds	33	71	277	0	0	381	82	109	99	91
Death Benefits	296	51	66	0	0	413	106	77	123	107
<b>Total</b>	<b>1,150</b>	<b>1,020</b>	<b>3,088</b>	<b>424</b>	<b>3,118</b>	<b>8,800</b>	<b>2,117</b>	<b>2,225</b>	<b>2,425</b>	<b>2,033</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 31 December 2022 in relation to key processes.

<b>Cases in Progress</b>	<b>0-5 days from receipt</b>	<b>6-10 days from receipt</b>	<b>11-15 days from receipt</b>	<b>16-20 days from receipt</b>	<b>21-30 days from receipt</b>	<b>31 + days from receipt</b>	<b>Total</b>
<b>Active Retirement</b>	4	5	1	0	0	0	<b>10</b>
<b>Deferred Retirement</b>	6	14	3	0	0	1	<b>24</b>
<b>Estimates</b>	61	106	33	13	6	2	<b>221</b>
<b>Deferred Benefits</b>	9	168	64	50	80	7	<b>378</b>
<b>Transfers in / out</b>	5	5	0	0	0	2	<b>12</b>
<b>Divorce</b>	3	2	2	0	0	2	<b>9</b>
<b>Refunds</b>	5	0	0	1	0	0	<b>6</b>
<b>Rejoiners</b>	10	11	15	15	1	0	<b>52</b>
<b>Interfunds</b>	12	18	2	1	0	2	<b>35</b>
<b>Death Benefits</b>	9	2	4	3	9	12	<b>39</b>
<b>Total</b>	<b>124</b>	<b>331</b>	<b>124</b>	<b>83</b>	<b>96</b>	<b>28</b>	<b>786</b>
Previous quarter (total)	<b>138</b>	<b>468</b>	<b>131</b>	<b>52</b>	<b>92</b>	<b>36</b>	<b>917</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-Sept-22</b>	<b>Registration 31-Dec-22</b>	<b>No. Log In Sept 22</b>	<b>No. Log In Dec 22</b>
Active	Registered	11,900 (47%)	12,243 (47%)	9,825	4758
Active	Opt out of online	163 (1%)	167 (1%)		
Active	No Response	13,290 (52%)	13,516 (52%)		
Deferred	Registered	11,305 (31%)	12,218 (33%)	5,299	3269
Deferred	Opt out of online	206 (1%)	211 (1%)		
Deferred	No Response	24,543 (68%)	24,092 (66%)		
Pensioner	Registered	9,183 (39%)	9,652 (41%)	2715	2932
Pensioner	Opt out of online	6,087 (26%)	6,103 (26%)		
Pensioner	No Response	8,246 (35%)	7,967 (34%)		
<b>Total</b>	<b>Registered</b>	<b>32,388 (36%)</b>	<b>34,113 (40%)</b>	<b>17,839</b>	<b>10,959</b>
<b>Total</b>	<b>Opt out of online</b>	<b>6,456 (7%)</b>	<b>6,481 (8%)</b>		
<b>Total</b>	<b>No Response</b>	<b>51,820 (57%)</b>	<b>45,575 (53%)</b>		
Employers	Registered	157 73%	157 72%		

## 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	Dec-22	Total
Calls received	521	506	490	314	<b>1831</b>
Calls answered	516 (99%)	498 (98%)	481 (99%)	310 (98.72%)	<b>1805 (98.5%)</b>
Average wait time	73 seconds	61 second	72 seconds	63 Seconds	<b>(tbc)</b>
Emails	599	494	788	336	<b>2,217</b>

## Contribution Monitoring

The table below shows Scheme Employer performance in respect of their statutory responsibilities to paying their contributions to the Fund (by 22 of each month following deduction) and to provide a valid remittance advice. This reporting template has been updated to provide additional detail about compliance.

Officers are working with employers who do not provide the required information in a timely manner.

	Apr	May	June	July	Aug	Sept	Oct	Nov
<b>Total Active Employers</b>	211	211	213	214	214	213	217	216
<b>Fully compliant</b>	203	199	205	199	192	198	207	200
<b>Partially complaint – late remittance</b>	7	7	6	11	10	14	10	13
<b>Partially complaint – late payment</b>	1	5	2	3	12	1	0	3
<b>Not complaint – late remittance &amp; payment</b>	0	0	0	1	0	0	0	0

	Apr	May	June	July	Aug	Sept	Oct	Nov
<b>Total Value of Late Payments (£)</b>	35,133	70,326	994	3,028	8,871	11,193	-	17,340
<b>Number of Late payments still outstanding</b>	-	-	-	-	-	-	-	-
<b>Total Amount Still overdue (£)</b>	-	-	-	-	-	-	-	-
<b>Overdue Amount as a % of total contributions</b>	-	-	-	-	-	-	-	-

### Complaints and Compliments

Over the quarter the team received 6 compliments.

Over the quarter three complaints have been responded to. Officers consider lessons learnt and any service improvements to be implemented following the receipt of a complaint.

	No.	Resolved / Ongoing	Stage
<b>Accuracy of information</b> supplied or accessible causing loss	1	Responded	IDRP Stage 2
<b>Accuracy of information</b> supplied impacting financial decisions made	1	Responded	Pensions Ombudsman
<b>No notification</b> received following auto enrolment by employer and unclear communications by the team	1	Responded	Stage 1