

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 |
| Total | 1,150 | 1,020 | 3,088 | 424 | 3,118 | 8,800 | 2,117 | 2,225 | 2,425 | 2,033 |

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.

| Cases in Progress | 0-5 days from receipt | 6-10 days from receipt | 11-15 days from receipt | 16-20 days from receipt | 21-30 days from receipt | 31 + days from receipt | Total |
|----------------------------|--------------------------------------|---------------------------------------|--|--|--|---------------------------------------|--------------|
| Active Retirement | 4 | 5 | 1 | 0 | 0 | 0 | 10 |
| Deferred Retirement | 6 | 14 | 3 | 0 | 0 | 1 | 24 |
| Estimates | 61 | 106 | 33 | 13 | 6 | 2 | 221 |
| Deferred Benefits | 9 | 168 | 64 | 50 | 80 | 7 | 378 |
| Transfers in / out | 5 | 5 | 0 | 0 | 0 | 2 | 12 |
| Divorce | 3 | 2 | 2 | 0 | 0 | 2 | 9 |
| Refunds | 5 | 0 | 0 | 1 | 0 | 0 | 6 |
| Rejoiners | 10 | 11 | 15 | 15 | 1 | 0 | 52 |
| Interfunds | 12 | 18 | 2 | 1 | 0 | 2 | 35 |
| Death Benefits | 9 | 2 | 4 | 3 | 9 | 12 | 39 |
| Total | 124 | 331 | 124 | 83 | 96 | 28 | 786 |
| Previous quarter (total) | 138 | 468 | 131 | 52 | 92 | 36 | 917 |

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-Sept-22 | Registration 31-Dec-22 | No. Log In Sept 22 | No. Log In Dec 22 |
|----------------------|--------------------------|------------------------------------|-----------------------------------|-------------------------------|------------------------------|
| 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%) | | |
| Total | Registered | 32,388 (36%) | 34,113 (40%) | 17,839 | 10,959 |
| Total | Opt out of online | 6,456 (7%) | 6,481 (8%) | | |
| Total | No Response | 51,820 (57%) | 45,575 (53%) | | |
| 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 | 1831 |
| Calls answered | 516 (99%) | 498 (98%) | 481 (99%) | 310 (98.72%) | 1805 (98.5%) |
| Average wait time | 73 seconds | 61 second | 72 seconds | 63 Seconds | 68 seconds |
| Emails | 599 | 494 | 788 | 336 | 2,217 |

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 |
|--|-----|-----|------|------|-----|------|-----|-----|
| Total Active Employers | 211 | 211 | 213 | 214 | 214 | 213 | 217 | 216 |
| Fully compliant | 203 | 199 | 205 | 199 | 192 | 198 | 207 | 200 |
| Partially complaint – late remittance | 7 | 7 | 6 | 11 | 10 | 14 | 10 | 13 |
| Partially complaint – late payment | 1 | 5 | 2 | 3 | 12 | 1 | 0 | 3 |
| Not complaint – late remittance & payment | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

| | Apr | May | June | July | Aug | Sept | Oct | Nov |
|---|--------|--------|------|-------|-------|--------|-----|--------|
| Total Value of Late Payments (£) | 35,133 | 70,326 | 994 | 3,028 | 8,871 | 11,193 | - | 17,340 |
| 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 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 |
|---|-----|--------------------|--------------------|
| Accuracy of information supplied or accessible causing loss | 1 | Responded | IDRP Stage 2 |
| Accuracy of information supplied impacting financial decisions made | 1 | Responded | Pensions Ombudsman |
| No notification received following auto enrolment by employer and unclear communications by the team | 1 | Responded | Stage 1 |