

Administration Activity

Key Performance Indicators (KPIs)

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. The 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). It also does not include work in progress, which is shown on the next page.

No. Cases completed by day count	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	Quarter end Sept 23	Quarter end Jun 23	Quarter end Mar 23	Quarter end Dec 22
Active Retirement	280	113	45				438	98	121	104	115
Deferred Retirement	248	255	333				836	194	232	232	178
Estimates	166	519	1,113				1,798	397	474	490	437
Deferred Benefits	97	39	82	109	2,503		2,830	487	761	738	844
Transfers In & Out	37	64	31				132	33	24	46	29
Divorce	39	82	45				166	41	48	55	22
Refunds	75	214	237				526	98	152	125	151
Rejoiners	47	41	99	216			403	102	94	148	59
Interfunds	149	129	154				432	100	104	137	91
Death Benefits	337	79	83				499	92	134	166	107
Grand Total	1,475	1,535	2,222	325	2,503	-	8,060	1,642	2,144	2,241	2,033

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). Also included are the number of log ins to the Portal.

	Membership Split 30 Jun 2023	Membership Split 30 Sep 2023	No. Log in 1 Apr to 30 Jun 2023	No. Log in 1 Jul to 30 Sep 2023
Active: Registered	12,633 49%	13,268 51%	4,022	8,069
Active: Opt out of online	161 1%	163 1%		
Active: No Response	13,076 51%	12,769 48%		
Deferred: Registered	12914 35%	13,751 37%	3,374	3,723
Deferred: Opt out of online	220 1%	213 1%		
Deferred: No Response	24,019 65%	23,549 63%		
Pensioner: Registered	10,718 44%	11,214 46%	6,942	2,375
Pensioner: Opt out of online	6179 26%	6,181 25%		
Pensioner: No Response	7320 30%	7,135 29%		
Total: Registered	36,265 42%	38,233 43%	14,338	14,167
Total: Opt out of online	6,560 8%	6,557 7%		
Total: No Response	44,415 51%	43,453 49%		

Call and email volumes

Month	Dec 22	Jan 22	Feb 22	Mar 22	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Total	10 Month Average
Calls received	314	615	536	655	573	519	587	511	549	477	5,336	533.6
Calls answered	310	590	524	634	561	500	568	503	531	459	5,180	518
Calls abandoned	4	25	12	21	12	19	19	8	18	18	156	16
Average wait time (seconds)	63	140	159	89	63	82	91	58	73	95		93
Emails	336	489	522		544	445	544	623	626	540	6,550	655

Contribution Monitoring

Regulations state that all Local Government Pension Scheme contributions must be received by the Fund on the 22nd of each month following deduction and must be accompanied by a remittance which breaks down the payment into employer and employee contributions and reconciles to the amount paid.

The analysis below shows performance of employers for the year to date and reflects the payroll month.

Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Total Active Employers	218	219	222	222	220
Payment received & validated by statutory deadline	196	216	206	217	210
Total Value of Late Payments (£)	1,258	1,208	-	-	-
Number of Late Remittances	22	3	16	5	10
Total Amount Still overdue (£)	-	-	-	-	-
Number of Late remittances still outstanding	0	0	0	0	2

Complaints and Compliments

Over the quarter the team received nine compliments and one complaint.