Appendix A - 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. 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	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total	Quarter end	Quarter end	Quarter end	Quarter end
count								Dec 23	Sept 23	Jun 23	Mar 23
Active Retirement	295	138	40				473	111	137	121	104
Deferred Retirement	292	379	283				954	213	277	232	232
Estimates	216	638	981				1,835	303	568	474	490
Deferred Benefits	126	43	80	230	2,777		3,256	840	917	761	738
Transfers In & Out	39	91	55				185	70	45	24	46
Divorce	45	90	57				192	33	56	48	55
Refunds	73	239	300				612	182	153	152	125
Rejoiners	61	60	136	254			511	114	155	94	148
Interfunds	191	174	225				590	182	167	104	137
Death Benefits	364	94	91				549	116	133	134	166
Grand Total	1,702	1,946	2,248	484	2,777	-	9,157	2,164	2,608	2,144	2,241

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 on 31 December 2023 in relation to key processes and compares to the previous quarter.

No. Case in Progress. Day count from receipt	0-5 days	6-10 days	11-15 days	16-20 days	21-30 days	31-40 days	Total 30 Dec 23	Total 30 Sept 23
Active Retirement	3	7	7	1	0	2	20	18
Deferred Retirement	9	3	12	7	12	14	57	37
Estimates	17	17	83	26	11	121	275	281
Deferred Benefits	22	33	81	24	71	1	232	252
Transfers In & Out	1	0	1	4	4	15	25	2
Divorce	3	0	3	2	4	7	19	19
Refunds	6	1	8	0	0	1	16	0
Rejoiners	1	0	6	4	15	37	63	63
Interfunds	3	1	12	8	1	11	36	35
Death Benefits	5	2	12	3	19	79	120	36
Total	70	64	225	79	137	288	863	743
Total 31 Sept 2023	194	456	75	63	38	18	743	

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 Sep 2023	Membership Split 31 Dec 2023	No. Log in 1 Jul to 30 Sep 2023	No. Log in 1 Oct to 31 Dec2023
Active:	13,268	13,514	8,069	3,970
Registered	51%	51%		
Active:	163	160		
Opt out of online	1%	1%		
Active:	12,769	12,924		
No Response	49%	49%		
Deferred:	13,980	14,289	3,723	3,093
Registered	37%	38%		
Deferred:	213	215		
Opt out of online	1%	1%		
Deferred:	23,549	23,392		
No Response	62%	62%		
Pensioner:	11,214	11,593	2,555	2,312
Registered	46%	47%		
Pensioner:	6,181	6,190		
Opt out of online	25%	25%		
Pensioner:	7,135	6,956		
No Response	29%	28%		
Total:	38,462	39,396	14,347	9,375
Registered	43%	44%		
Total:	6,557	6,565		
Opt out of online	7%	7%		
Total:	43,453	43,272		
No Response	49%	49%		

Call and email volumes

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	12 month
	23	23	23	23	23	23	23	23	23	23	23	23		average
Calls received	615	536	655	573	519	587	511	549	477	485	468	308	6,283	524
Calls answered	590	524	634	561	500	568	503	531	459	477	459	306	6,112	509
Calls abandoned	25	12	21	12	19	19	8	18	18	8	9	2	171	14
Average wait	140	159	89	63	82	91	58	73	95	55	44	41		82
time (seconds)														
Emails	489	522		544	445	544	623	626	540	545	431	359	6,550	546

Complaints and Compliments

Over the quarter the team received five compliments and three complaints.

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.

	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23
Total Active Employers	218	219	222	222	220	217	215	219	222
Contribution payments &	196	216	206	217	210	209	210	199	215
remittances received by statutory									
deadline									
Late Payments and/or	22	3	16	5	10	8	5	20	7
Remittances									
Total Value of Late Payments	108,695	31,577	251,008	128,213	79,432	121,814	23,796	129,453	36,460
and/or Remittances									
Total Amount Still Overdue (£)									23,076
Number of Late Payments Still									3
Outstanding									