

Resourcing and Implementation of new Key Performance Indicator requirements

The Casework KPIs have been taken from Annex A – Administration Key Performance Indicators of the ‘Preparing the Pension Fund Annual Report Guidance for Local Government Pension Scheme Funds April 2024’ documents issued by DLUHC.

Key:

	No changes need to existing processes
	Some changes needed to existing processes or simple new processes to be implemented
	Major change to existing workflow or complex new process to be implemented. Resources need to implement and/or increase administrative burden once implemented.

Table A – Total number of casework

Ref	Casework KPI	Comment
A1	Deaths recorded of active, deferred, pensioner and dependent members	Already reported.
A2	New dependent member benefits	Will need to adjust current workflow.
A3	Deferred member retirements	Current workflow covers all retirements and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for deferreds is needed.
A4	Active member retirements	Current workflow covers all retirements and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for actives is needed.
A5	Deferred benefits	Already reported.
A6	Transfers in (including interfunds in, club transfers)	Current workflow is just for transfers in with a separate workflow for interfunds out. Will need to combine the results but will keep the processes separate as the requirements are different (auto aggregation etc.). Will need to adjust current IFAIN workflow reporting to exclude ‘chasing’ other funds for information.

A7	Transfers out (including interfunds out, club transfers)	Current workflow is just for transfers in with a separate workflow for interfunds out. Will need to combine the results but will keep the processes separate as the requirements are different (enhanced requirements for TVouts and additional due diligence). Will need to adjust current IFAOUT workflow reporting to exclude 'chasing' other funds for information.
A8	Refunds	Already reported.
A9	Divorce quotations issued	Currently only one divorce workflow for both quotes and actuals as so few cases. We will need to create two separate workflows.
A10	Actual divorce cases	Currently only one divorce workflow for both quotes and actuals as so few cases. We will need to create two separate workflows.
A11	Member estimates requested by either scheme member of employer	Already reported.
A12	New joiner notifications	Already reported.
A13	Aggregation cases	We have a workflow process for this. How is this case type measured as there are multiple types of aggregations (auto immediately, auto after one year, D2 where member needs to elect).
A14	Optant out received after 3 months membership	Not currently reported on. In theory this should be reportable however will require some changes in processes.

Table B – time taken to process casework

Ref	Casework KPI	Comments
B1	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	Will require adjustment to current reporting.
B2	Communication issued confirming the amount of dependents pension	Will require adjustment to current workflow process and reporting.

B3	Communication issued to deferred member with pension and lump sum options (quotation)	Current workflow covers all retirements estimates and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for deferreds is needed.
B4	Communication issued to active member with pension and lump sum options (quotation)	Current workflow covers all retirements estimates and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for actives is needed.
B5	Communication issued to deferred member with confirmation of pension and lump sum (actual)	Current workflow covers all retirements estimates and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for deferreds is needed.
B6	Communication issued to active member with confirmation of pension and lump sum (actual)	Current workflow covers all retirements estimates and is not split by status. Investigating if extra reporting can be applied to existing workflow or if a new workflow for actives is needed.
B7	Payment of lump sum (both actives and deferreds)	This is part of the retirement actual workflow and payment of the lump sum is not reported separately. We will need to add this into the existing workflow or create a new one. Will add another level of workflow burden for the administration team.
B8	Communication issued with deferred benefit options	Already reported.
B9	Communication issued to scheme member with completion of transfer in	Already reported.
B10	Communication issued to scheme member with completion of transfer out	Will need to adjust the current workflow process.
B11	Payment of refund	Already reported.
B12	Divorce quotation	Currently only one divorce workflow for both quotes and actuals as so few cases. We will need to create two separate workflows.
B13	Communication issued following actual divorce proceedings i.e application of Pension Sharing Order	Currently only one divorce workflow for both quotes and actuals as so few cases. We will need to create two separate workflows.
B14	Communication issued to new starters	Already reported.

B15	Member estimates requested by scheme member and employer	Already reported.
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Table C – Communications and engagement

Ref	Engagement with inline portals	Comment
C1	% of active members registered	Already reported.
C2	% of deferred members registered	Already reported.
C3	% of pensioner and survivor members	Already reported.
C4	% total of all scheme members registered for self-service	Already reported.
C5	Number of registered users by age	Not currently reported. Insights report to be developed for this.
C6	% of all registered users that have logged onto the service in the last 12 months	Not currently reported. Insights report to be developed for this.
	Communication	
C7	Total number of telephone calls received in year	Not currently reported. We are trialling monthly reports of telephone logs.
C8	Total number of email and online channel queries received	Not currently reported however we will be able to obtain data from the generic inbox. Measuring emails sent/received from the team's personal email accounts may be more challenging. We can measure enquiries raised through Member Self-Service.
C9	Number of scheme member events held in year (in-person and online)	Not currently measured or reported. Is this limited to group events or 1:1s Will need to implement a new reporting processes which will add an element of administrative burden for the team and will take time to bed in.
C10	Number of employer engagement events held in year (in-person and online)	Not currently reported or measured but we will implement a new process to record events.
C11	Number of times a communication (i.e. newsletter) issued to:	

	a) Active	Not currently recorded but data can be obtained.
	b) Deferred members	Not currently recorded but data can be obtained.
	c) Pensioners	Not currently recorded but data can be obtained.

Table D – Resources

Ref	Resources	Comments
D1	Total number of administrative staff (FTE)	Already reported.
D2	Average service length of all administration staff	Not currently reported but can be obtained.
D3	Staff vacancy rate as %	Already reported.
D4	Ratio of all administration staff to total number of scheme members (all staff including management)	Not currently reported but can be obtained.
D5	Ratio of administration staff (excluding management) to total number of scheme members	Not currently reported but can be obtained.

Table E – Data Quality

	Annual Benefit Statements	
E1	Percentage of annual benefit statements issued as at 31 August	Already reported.
	Short commentary if less than 100%	Already reported.
	Data category	
E3	Common data score	Already reported.
E4	Scheme specific data score	Already reported.
E5	Percentage of active, deferred and pensioner members recorded as ‘gone away’ with no	Not currently reported but data can be obtained.

	home address held, or address is known but out of date	
E6	Percentage of active, deferred and pensioner members with an email address held on file	Not currently reported but data can be obtained.
	Employer performance	
E7	Percentage of employers set up to make monthly data submissions	Already measured and will be able to provide data.
E8	Percentage of employers who submitted monthly data on time during the reporting year	Already measured and will be able to provide data.