



Wiltshire Pension Fund

Administration Strategy

January 2010

Contents

Section	Page
1 Introduction	3
2 Background	3
3 Implementation	3
4 Liaison and communication with employers regarding administrative arrangements	4
5 Data submission and processing	4
6 Service Level Agreement Targets	5
7 Disputes	14
8 Review and Consultation process	14

1. Introduction

- 1.1 This is the Pension Administration Strategy of the Wiltshire Pension Fund (WPF), administered by Wiltshire Council (the “Administering Authority”). It has been developed following consultation with employers in the WPF.
- 1.2 The aim of this Strategy is to set out the quality and performance standards expected of all Scheme employers and admitted bodies within the WPF. It seeks to promote good working relationships, improve efficiency and enforce quality between Scheme employers and the Administering Authority. It also provides details on how performance levels will be monitored and the action that might be taken where performance levels fall below the stated expectations. The performance targets which employers and the Fund will be judged against are outlined in Section 6 of this Strategy.
- 1.3 The implementation of an Administration Strategy has regulatory backing in the form of the Local Government Pension Scheme Regulations (Administration) 2008 (see Appendix 1 for full details). These provide the conditions and regulatory guidance surrounding the production and implementation of an Administration Strategy.
- 1.4 Implementation of an Administration Strategy is seen as one of the tools which can help in delivering a high quality administration service to the Scheme member and other interested parties. Delivery of a high quality administration service is not the responsibility of one person or organisation, but is rather the joint working of a number of different parties.

2. Background

- 2.1 The Local Government Pension Scheme (LGPS/Scheme) represents a significant benefit its members. Much of the success in promoting the Scheme amongst members and ensuring a high quality service delivery depends upon the relationship between the Administering Authority and Scheme employers in the day to day administration of the Scheme. Good quality administration can also help in the overall promotion of the Scheme and remind or alert employees to the value of the LGPS, thereby helping with recruitment, retention and motivation of employees.
- 2.2 The WPF, which is one of 100 LGPS Administering Authorities nationally, comprises around 60 Scheme employers and approximately 45,000 Scheme members. WPF administers the LGPS in the Wiltshire geographical area. WPF’s administration costs are funded from a proportion of employee and employer contributions received.

3. Implementation

- 3.1 The Scheme employers who currently participate in the WPF, and to whom this Strategy applies, are shown in Appendix 2. Furthermore, this Strategy applies to all new employers to the WPF following the date stated in paragraph 3.3. Please note that schools are included under the relevant Council, even if they have their own payroll or have outsourced it to a third party. However, we will record separate statistics for schools or outsourced payroll sections that send us data directly.

3.2 Furthermore, for employers who do not have their own HR and/or payroll, we still measure and report on performance in the same way as for employers who do.

3.3 This strategy is effective from 1 January 2010.

3.4 Any enquiries in relation to this Pension Administration Strategy should be directed to:

Andy Cunningham, Employer Relationship Manager, Wiltshire Pension Fund

T: 01225 713612

E: andrew.cunningham@wiltshire.gov.uk

4. Liaison and communication with employers regarding administrative arrangements

4.1 WPF takes responsibility for ensuring that all employers have access to current administration procedures and will correspond with employers whenever these or this Strategy changes.

4.2 Detailed current procedures and information can be found in the Employer's Guide on our website (www.wiltshirepensionfund.org.uk). WPF takes responsibility for ensuring that this and all accompanying forms are kept up to date and that employers are informed of any changes.

4.3 In order to ensure that all employers receive generic "technical updates", or messages and requests specifically for them, we will require all employers to nominate between one and four Pension Liaison Officers (PLOs). PLOs will act as our formal point of contact for all methods of WPF communications. Furthermore, PLOs will be responsible for passing **all** pension information received on to the relevant members of staff in their organisation.

4.4 Where an employer is unsure of any element of the data we require or anything else regarding their responsibilities, they should contact the Employer Relationship Manager who will willingly assist and make a site visit as necessary and viable.

4.5 Full details of our communications and liaison arrangements are provided within the Fund's Communication Strategy which can be found on the WPF website.

5. Data Submission and Processing

5.1 Internal standards

The Administering Authority and Scheme employers will ensure that all functions/tasks are carried out to agreed quality standards. In this respect the standards to be met are:

- a) compliance with all requirements set out in the Employer Guide;

- b) work to be completed in the required format and/or on the appropriate forms as referred to within the employer guide;
- c) information to be accurate and to be sent within the set timeframes;
- d) communications to be in plain English;
- e) requests for information to be responded to within the set timeframes; and
- f) information provided to be checked for accuracy by an appropriately qualified member of staff, where necessary.

5.2 Overriding legislation

In carrying out their roles and responsibilities in relation to the administration of the LGPS, the Administering Authority and Scheme employers will, as a minimum, comply with overriding legislation including:

- Local Government Pension Scheme Regulations (2008) and subsequent amendments
- Pensions Act 1995 and associated disclosure legislation;
- Freedom of Information Act 2000;
- Age Discrimination Act 2006;
- Data Protection Act 1998;
- Disability Discrimination Act 1995;
- Finance Act 2004; and
- Health and Safety legislation.

WPF performance standards cover all aspects of the administration of the Scheme, where appropriate, going beyond the overriding legislative requirements as required by the LGPS regulatory body, the (Department for) Communities and Local Government (CLG). These locally agreed standards and how they are measured for the WPF are set out and explained in greater depth in Section 6.

6. Service Level Agreement Targets

6.1 Introduction

- 6.1.1 The use of time and accuracy based targets are vital in ensuring that our mutual goals of a high level and cost effective service delivery are specific, measurable, achievable, realistic and time specific.
- 6.1.2 We have taken time consulting internally and with employers to ensure that these targets strike an acceptable balance between allowing for each employers' other work pressures and the minimum turnaround times we require to ensure our system is as

up to date as possible. By keeping our system up to date, we are able to significantly reduce pension related workloads for both ourselves and the employer by avoiding the follow-on problems that can occur when the system is not up date, as well as improving the service we provide to our members.

- 6.1.3 Targets will apply to all employers, although we will only publish averages and performance against the targets for larger employers (and ourselves) in respect of benefit administration on a quarterly basis. Data for smaller employers is available on request. For smaller employers, and areas other than benefit administration, the amount of data will typically be too small to assess and report on statistically in a meaningful way. However, these targets will still apply and be considered on a case by case basis, particularly where the performance of the Fund or employer falls well outside the prescribed targets. In these circumstances the appropriate action will be taken where necessary.

6.2 Measuring against the targets

- 6.2.1 In order to avoid misleading statistics caused by such things as anomalies (eg. a form coming in after several years), the Fund will measure performance in two different ways against the numbers indicated in the Tables 6.4 and 6.5:

- Average of all relevant data for the period
- Percentage of events that meet the stated target (as well as others for information purposes)

- 6.2.2 All measurements will be in “working days” from the start or leaver date or the date of any change, unless otherwise stated. Where a form is received before the relevant date; a negative number of working days will be registered (which will improve employer averages).

Further details of the calculations performed can be found in [Appendix 3](#).

6.3 Explanation of terms used:

6.3.1 “Correct”

For the avoidance of doubt, “correct” in this Strategy is defined as when we have received a completed form with no gaps in mandatory areas and with no information which is either contradictory within the document, or which we need to query.

Further to this, please note we will also include under this measure of “correctness” whether it is contradictory or inconsistent with previous information you have given us.

Example A change form is submitted showing a member’s current percentage of full time/hours as 65% and their previous percentage as 50%. However, on the last change form we received a (then) current part time percentage of 75% was given. Therefore, the form will be treated as “incorrect” (if accompanying information to address the previous error(s) is not received) and as a result a query will be raised and the amount of time taken for the Employer to resolve this query will be added to the time taken to send in the form.

Note In situations where it is clear that WPF has made an error in the past that has contributed to our system displaying incorrect data and the employer has made no errors, but we have raised a query, we will mark it as “correct” and the additional time to resolve the query will be added to the WPF time.

6.3.2 “Date of the event”

The date of the event refers to the date the member started or left the WPF or when relevant details changed, such as their hours worked per year.

More detailed information regarding how the targets are measured can be found in Appendix 3.

6.4 EMPLOYER TARGETS

6.4.1 Benefits Administration

Description	Performance Targets
New starter: WPF to receive a completed and correct Starter Form or spreadsheet	Within 25 working days from the new employee’s first day in the Scheme
New starter: The employer to give new members the information contained in the most recent starter pack	Within 1 calendar month from the new employee’s first day in the Scheme
Leaver: WPF to receive a completed and correct Leaver Form or spreadsheet	Within 25 working days from the employee’s last day in the Scheme.
Change of details (including hours): WPF to receive correct and relevant change of member details such as names, addresses, payroll numbers and hours.	Within 25 working days from the change occurring.
Retirements: WPF to receive a completed and correct Retirement Form	At least 15 working days before their final paid day of work.
Variable Hours: WPF to receive completed and correct notifications of members variable hours (as necessary)	Within 10 working days of a request being made by WPF.
Queries related to all data submissions:	a) For 90% of forms or pension information that WPF receives to be correct. b) To fully answer all enquiries from WPF relating to any benefit administration work, within 10 working days of the receipt of the

	<p>enquiry.</p> <p>Where a retirement or a death in service is involved, the target of 3 working days will apply.</p>
--	---

6.4.2 Finance Administration

Description	Performance Target
<p>Paying contributions and information:</p> <p>Remit and provide schedule of employer/employee contributions</p> <p>AND</p> <p>For all employers with more than 25 employees, to send WPF a completed detailed contribution spreadsheet in the correct format as determined by WPF.</p>	<p>By the 19th calendar day of the following month to which the contributions were deducted.</p>
<p>End of year contribution return:</p> <p>Send WPF a completed end of year detailed contribution spreadsheet (unless we have received one for each of the individual 12 months for the financial year concerned and they are in the correct format).</p>	<p>By the 19th of May of each year, to cover the financial year ending on 31st March of that same year.</p>
<p>Additional payments due:</p> <p>Payment of additional fund payments in relation to early payment of benefits from flexible retirement, redundancy, business efficiency retirement OR any other payment due under Wiltshire Pension Fund charging policy as stated on our website.</p>	<p>To be received within 30 calendar days of receipt of the invoice from Wiltshire Pension Fund, or within the timescales specified in each case.</p>
<p>TUPE transfers out (if they occur):</p> <p>Inform WPF of all cases where a prospective new employer or admitted body may join the fund as the result of reorganisation or TUPE transfers and to pay all charges due under WPF charging policy.</p>	<p>Notify the Employer Relationship Manager at least 6 months before the date of the transfer or reorganisation.</p>

6.4.3 Fund Liaison and Communication

Description	Performance Targets
<p>Appointment of Pension Liaison Officers:</p> <p>Confirm between 1 and 4 Pension Liaison Officers to be responsible for receiving official communications from WPF and ensuring the all correct officers in the organisation are aware of all relevant communications.</p>	<p>Within 30 calendar days of employer joining the Fund or a change to a nominated representative.</p>
<p>Employers Discretion Policy*:</p> <p>Formulate, publish and update (as necessary) an Employer Discretions Policy as required under the current LGPS Regulations and provide a copy to the Wiltshire Pension Fund.</p>	<p>Within 30 working days of policy being agreed by the appropriate officers or committee OR any changes being made</p> <p>AND</p> <p>No later than 6 months after being informed by Wiltshire Pension Fund of any relevant change in the Regulations.</p>

* - Where WPF does not have an up to date discretions policy from an employer we will not process anything which involves employers discretions, as highlighted in the relevant section of our website. This currently includes early retirement (pre 60), additional pension awards, flexible retirement and waiving actuarial reductions on any of these.

6.5 WILTSHIRE PENSION FUND TARGETS

6.5.1 Benefits Administration

Description	Performance Target
<p>New Starter: For Wiltshire Pension Fund to correctly process a Starter Form and to have sent a Statutory Notice to the member.</p>	<p>Within 5 working days from receiving the form (excluding any time while WPF wait for a response to a query).</p>
<p>Leaver: For Wiltshire Pension Fund to have processed a Leaver Form and write to the member.</p>	<p>Within 5 working days from receiving the form (excluding any time while WPF wait for a response to a query).</p>
<p>Change of details: For WPF to update someone's record to reflect all relevant changes of details, once</p>	<p>Within 5 working days from receiving the form (excluding any time while WPF wait for a</p>

given all the required information.	response to a query).
Retirements: For Wiltshire Pension Fund to accurately process retirements and to send to Wiltshire Council's SST Payroll for payment.	Within 5 working days from receiving all required forms from the member and employer (excluding any time while WPF wait for a response to a query).
Estimate requests: For Wiltshire Pension Fund to complete and return estimate requests for employers and members.	Within 10 working days from receiving the estimate request (excluding any time while WPF wait for a response to a query).*
Fund queries: For Wiltshire Pension Fund to respond to all queries from members and employers.	Within 10 working days from receipt of the enquiry.

*Unless the number of estimate requests for a member exceeds the amount allowed under WPF estimate policy, at which point charges may apply.

6.5.2 Finance and Fund Administration

Description	Performance Target
Issue formal valuation results (including individual employer details)	10 working days from receipt of final results from Fund Actuary (but in any event no later than 31 October following the valuation date of 31 March).
Carry out cessation valuation exercise on cessation of admission agreements	Within 3 months of receiving all benefit administration forms and information required from the ceasing employer (eg. Leaver forms).
Issue FRS17 report	Within the timeframe stated in the 'terms of engagement' letter issued following a signed request for FRS17 report.

6.5.3 Fund Liaison and Communications

Description	Performance Target
Benefit statements: For Wiltshire Pension Fund to send out active and deferred statements for the year ending 31 st March.	By the 31 st July of the year concerned for all members where their employer has sent end of year information by 17 th May of that same year.
Strategy documents: Publish and keep under review the Wiltshire Pension Fund Administration and Communication Strategy.	Within three months of decision to develop an Administration Strategy or within one month of any changes being agreed. Communications Strategy will be reviewed

	no later than 3 years from its most recent publication.
Employer liaison: Make employers aware of their role and responsibilities.	Maintain contact with all employers through phone conversations or face to face meetings as appropriate at least once a year. Provide Pension Liaison Officers with information about all key changes as and when they occur normally via a “Technical Updates” Newsletter.
Employers’ Guide: Issue and keep Employer Guide up to date	Inform new employers of location of the guide on our website within 30 calendar days from the admission of a new employer or date of any significant change/amendment.

Note: Full information about our employer liaison and member communications can be found in our Fund Communications Strategy.

6.6 Procedures for ensuring compliance with statutory requirements and levels of performance

6.6.1 Ensuring compliance with all statutory requirements is the responsibility of the Administering Authority and Scheme employers. We will work closely with all Scheme employers to ensure this occurs, whether they are specifically referenced in the LGPS Regulations, in overriding legislation, or in this Administration Strategy. We will also work with them to ensure that overall quality and timeliness is improved as part of an agreed service development plan. Various means will be employed in order to ensure such compliance and service improvement, seeking views from as wide an audience as possible. These include:

Audit

6.6.2 The Wiltshire Pension Fund is subject to a statutory annual audit of its processes and internal controls. The Wiltshire Pension Fund and Scheme employers will be expected to fully comply with any requests for information from both internal and approved external auditors. Any subsequent recommendations made will be considered by the Wiltshire Pension Fund and, where appropriate, duly implemented, following discussions with Scheme employers where necessary.

Performance monitoring

6.6.3 Wiltshire Pension Fund, as the Administering Authority, will regularly monitor performance by benchmarking with other administering authorities, using benchmarking clubs and other comparators available. Quality and standards of

performance will be included in performance monitoring and benchmarking. These will enable employers to see where they currently are in comparison to the agreed targets, identify any weaknesses regarding the data they are submitting, whether it is in terms of timeliness, accuracy or all together missing data.

6.7 Procedures for improving communication and administrative procedures

- 6.7.1 Wiltshire Pension Fund has spent a substantial amount of time in 2008 and 2009 reviewing its administrative structure and procedures under the principles of “Lean System Thinking” to assess and improve internal and external administrative procedures. The key principle of “Lean” is to identify what the customer needs and to attempt to provide it the most efficient way.
- 6.7.2 WPF will continue to make adjustments to its administrative procedures as issues arise or areas for improvement are identified. Wiltshire Pension Fund also now has an Employer Relationship Manager to oversee employer-fund relations and to proactively work closely with employers to ensure they are aware of and understand their responsibilities.
- 6.7.3 Wiltshire Pension Fund is committed to continuing to improve its flow of communications to employers. We run quarterly PLOG meetings and give an open invitation to employers to meet with us and discuss any element of pension procedures that they wish. Furthermore, we send out regular employer newsletters and survey employer representative’s thoughts and opinions via the medium of one to one meetings and employer surveys.
- 6.7.4 We will use the outcome of these, together with internal meetings and discussions, to further improve communications and administration procedures.

6.8 Procedures for improving employer performance (where necessary)

- 6.8.1 The Fund will seek, at the earliest opportunity, to work closely with employers in identifying any areas of poor performance, provide the necessary training and development and put in place appropriate processes to improve the level of service delivery in the future. We are confident that where appropriate commitment is demonstrated by the Scheme employer and WPF to improve poor performance, sufficient improvement can be made where required by all relevant employers.
- 6.8.2 The Fund will remind employers’ staff who have submitted data, and PLOs where relevant, of the key targets where there is an individual case significantly outside the stated target. We will be willing to assist with “case tracking” to help an employer understand if structural or procedural changes need to be made.
- 6.8.3 However, where persistent and ongoing failure occurs and no improvement is demonstrated by an employer, and/or unwillingness is shown by the employer to resolve the identified issue, the following sets out the steps we will take in dealing with the situation in the first instance:

- 1) WPF will write to the PLO of the Scheme employer, setting out the area(s) of poor performance.
- 2) WPF will meet with the employer to discuss the area(s) of poor performance and how they can be addressed.
- 3) Where no improvement has been demonstrated by the employer, or where there has been a failure to take agreed action by the employer, WPF will issue a formal written notice to the employer, setting out the area(s) of poor performance that has been identified, the steps taken to resolve those area(s) and giving notice that the additional costs may now be reclaimed.
- 4) WPF will clearly set out the calculations of any loss or additional costs resulting to the WPF/Administering Authority, taking account of time and resources in resolving the specific area of poor performance; and
- 5) WPF make claim against the scheme employer, setting out reasons for doing so, in accordance with the Regulations.

6.8.4 As stated in paragraph 2.2, the WPF is funded by employee and employer contributions. Therefore, where disproportional costs arise due the poor performance of an employer, prior to this Administration Strategy these were spread across all employers, whereas now these will be attributed more fairly to their source.

6.9 Circumstances where costs might be recovered as the result of poor performance

6.9.1 The circumstances where costs can be recovered from employers:

- 1) Persistent and ongoing failure to provide relevant information (as determined by the Employer Guide) to the WPF, scheme member or other interested parties in accordance within specified performance targets, either as a result of timeliness of delivery or quality of information.
- 2) Persistent and ongoing failure to pass relevant information to a scheme member or potential members, either due to poor quality or not meeting the agreed timescales outlined in the performance targets.
- 3) Persistent and ongoing failure to deduct and pay over correct employee and employer contributions or any other payments due to the WPF within the stated timescales.
- 4) Instances where the performance of the Scheme employer results in fines or additional costs being levied against WPF by the Pension Regulator, Pensions Ombudsman or other regulatory body.
- 5) For a persistent failure to resolve an isolated case(s) satisfactorily.

6.10 Calculation of costs incurred

- 6.10.1 For a persistent failure to resolve an isolated case(s) satisfactorily, the Fund will recharge costs from the point in time at which we write a formal letter (see paragraph 6.8.3 step 3) to the scheme employer until the case is resolved, at a rate of £25 for each hour an officer spends trying to resolve the matter.
- 6.10.2 For persistent and ongoing failure to meet targets, following intervention to assist the employer concerned, the Fund will recharge the additional costs due to the employer's poor performance at the rate of £25 per hour from the point of time that the letter stated in paragraph 6.8.3 step 3 is sent until performance improves.
- 6.10.3 Where the performance of the scheme member results in fines or additional costs being levied against the Fund, as in paragraph 6.9.1 step 4, the Fund will recharge the full costs it has incurred to the relevant employer(s).

7. Disputes

7.1 Member disputes

- 7.1.1 A clear dispute procedure for members, referred to as the Internal Dispute Resolution Procedure (IDRP), can be found on our website.

7.2 Employer disputes

- 7.2.1 Where an employer is in dispute with a decision or action made by WPF, WPF will in the first instance attempt to resolve the matter internally by seeking an independent senior mediator from within the Resources Department or within Wiltshire Council (the Administering Authority).
- 7.2.2 Should this be unsuccessful, a suitable, mutually agreeable and independent third party shall be appointed to determine the outcome of matter.

8. Review and consultation process

8.1 General

- 8.1.1 The Fund will review our Administration Strategy to ensure it remains up to date and it meets the necessary regulatory requirements at least annually. A current version of the strategy statement will always be available on our website at www.wiltshirepensionfund.gov.uk and paper copies will be available on request
- 8.2.1 In preparing this pension Administration Strategy, the Fund has consulted with the relevant employing authorities and other persons considered appropriate. Where it is necessary to revise the pension Administration Strategy the relevant employing authorities will be notified in writing of the changes and advised where they can obtain a copy of the revised strategy.

The Local Government Pension Scheme Regulations

Regulation 76C of the Local Government Pension Scheme Regulations 1997 was introduced by Regulation 4 of The Local Government Pension Scheme (Amendment) (No. 3) Regulations 2007 (SI 2007/1561). This regulation is replicated in the Local Government Pension Scheme (Administration) Regulations 2007 (regulation 65). This regulation is replicated below:

“(1) An Administering Authority may prepare a document (“the pension Administration Strategy”) which contains such of the matters mentioned in paragraph (2) as they consider appropriate ; and, where they do so, paragraphs (3) to (8) apply.

(2) The matters are-

(a) procedures for liaison and communication with their relevant employing authorities;

(b) the establishment of levels of performance which the Administering Authority and the relevant employing authorities are expected to achieve in carrying out their functions under these Regulations by-

(i) the setting of performance targets;

(ii) the making of agreements about levels of performance and associated matters; or

(iii) such other means as the Administering Authority consider appropriate;

(c) procedures which aim to secure that the Administering Authority and the relevant employing authorities comply with statutory requirements in respect of those functions and with any agreement about levels of performance;

(d) procedures for improving the communication by the Administering Authority and the relevant employing authorities to each other of information relating to those functions;

(e) the circumstances in which the Administering Authority may consider giving written notice to a relevant employing authority under regulation 81A(2) on account of that employer's unsatisfactory performance in carrying out its functions under these Regulations when measured against levels of performance established under sub-paragraph (b);

(f) such other matters as appear to the Administering Authority to be suitable for inclusion in that strategy.

(3) When an Administering Authority first publish a pension Administration Strategy they must send a copy of it to each of their relevant employing authorities and to the Secretary of State.

(4) An Administering Authority must revise their pension Administration Strategy following a material change in their policies in relation to any of the matters contained in the strategy.

(5) In preparing or revising their pension Administration Strategy an Administering Authority must consult the relevant employing authorities and such other persons as they consider appropriate.

(6) Where an Administering Authority revise their pension Administration Strategy they must notify in writing to the relevant employing authorities and the Secretary of State-

(a) the changes, and

(b) where a copy of the revised strategy may be obtained.

(7) An Administering Authority and the relevant employing authorities must have regard to the current version of any pension Administration Strategy when carrying out their functions under these Regulations.

(8) In this regulation a reference to the functions of an Administering Authority includes, where applicable, their functions as an employing authority.”

In addition to the development of an Administration Strategy the Regulations also gives administering authorities the ability to recover additional costs associated with the poor performance of a scheme employer, which is an important element of an Administration Strategy. This regulation is replicated below:

“(1) This regulation applies where, in the opinion of the appropriate Administering Authority, they have incurred additional costs which should be recovered from an employing authority because of that employing authority’s level of performance in carrying out its functions under these Regulations.

(2) The Administering Authority may give written notice to the employing authority stating-

(a) the Administering Authority’s reasons for forming the opinion mentioned in paragraph (1);

(b) the authority’s opinion that the employing authority’s contribution under regulation 81(1)(d) should include an amount specified in the notice in respect of the additional costs attributable to that authority’s level of performance;

(c) the basis on which the specified amount is calculated; and

(d) where the Administering Authority have prepared a pension Administration Strategy, the provisions of the strategy which are relevant to the decision to give the notice and to the matters in sub-paragraph (a), (b) or (c).”

Appendix 2

List of Employers in Wiltshire Pension Fund at commencement date

ABM Catering
Action for the Blind
Amesbury Parish Council
Aster Group
Aster Property Management
Avon & Wiltshire Partnership NHS
Blunsdon Parish Council
Bradford On Avon Town Council
Calne Town Council
Capita
Chippenham Town Council
CIPFA
Community First
Compass Disability Service
Corsham Town Council
Cricklade District & Community Association
Cricklade Town Council
Crispin & Borst
DC Leisure
Devizes Town Council
Direct Cleaning
English Landscapes
Wiltshire Fire Authority
FOCSA
Haydon Wick Parish Council
Highworth Town Council
Malmesbury Town Council
Marlborough Town Council
Melksham Town Council
Melksham Without Town Council
Mere Parish Council
New College, Swindon
Order of St John
Wiltshire Police Authority
Purton Parish Council
Rethink
Ridgeway Community Housing Association
Ridgeway Partnership
Salisbury City Council

Salisbury Museum
Sarsen Housing
Selwood Housing
Stratton St Margaret
Swindon Academy
Swindon Borough Council
Swindon College
Swindon Commercial Services
Swindon Dance
Thamesdown Passenger Transport
Trowbridge Town Council
Wanborough Parish Council
Warminster Town Council
Wellington Academy
Westbury Town Council
Westlea Housing Association
Wilton Town Council
Wiltshire College
Wiltshire Council
Wiltshire Probation
Wootton Bassett Town Council
Wroughton Parish Council

Appendix 3

Measuring Benefit Administration Performance Targets

Calculating Employer Averages:

For each correct employer form received, the Fund will calculate the average based on whole days from the date of the event. A form received before the date of the event will count as a negative figure for the number of days beforehand, while a form received after the date of the event will count as a positive figure.

In order to avoid misleading statistics caused by such things as anomalies (eg. a form coming in after several years), the Fund will measure performance in two different ways:

i) **Using an average:** Including any minus amounts, as illustrated below:

eg. For three people starting on the same day 15/09/2009, where the Fund received the Starter forms on 11/09/2009, 16/09/2009 and 30/09/2009, the average would be calculated based on the figures -3, 2 and 12 (the number of working days between the dates).

Therefore the average would be $\frac{-3 + 2 + 12}{3} = 3.66$ days

3

ii) **Looking at the proportion** of forms received before the target day and displaying this as a percentage:

eg. Five people left on the 31/03/2009 and we receive Leaver forms on 14/04/2009, 16/04/2009, 18/04/2009, 19/04/2009 and 14/05/2009.

The working days taken to receive each of these forms would be 11, 13, 14, 15 and 33.

4 out of 5 of these meet the 20 day prescribed target; therefore the Employer would have an 80% success rate of meeting the target.

Calculating WPF averages:

Averages will be calculated slightly differently for Wiltshire Pension Fund's performance. As we are obviously unable to process the form before it arrives, no negative figures are possible.

Although we are keen to receive forms as early as possible, where we have received them a significant amount of time before the date of the event (except for retirements) we are not able to process them until relatively close to the date of the event. Therefore the Wiltshire Pension Fund "clock" for processing time will only begin for the period after the date of the event and the date that the correct form was received, as well as excluding time where we wait for the receipt of any queries.

Splitting of Events:

Where we have not been informed of a previous event (such as new starter, change of hours, leaver etc) and this has only been discovered at a later date as the result of further submission of data (eg. a change of hours of someone who is not on our system), we will set up this as second separate task to be marked against the targets, rather than add it to the amount of time to deal with the original task.