

## **PENINSULA PENSIONS PERFORMANCE REPORT**

### **Report of the County Treasurer**

Please note that the following recommendations are subject to consideration and determination by the Board before taking effect.
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**Recommendation: That the board notes the report and actions being undertaken by officers to ensure compliance and best practice.**

#### **1. Introduction**

- 1.1. Our main service standard is to complete 90% of work within 10 working days once all necessary information has been received. This is monitored every month through our task management system (TMS) which is an in-house performance tool within our pension database.
- 1.2. We also participate in the CIPFA Benchmarking Club which provides a yearly comparison of performance with other LGPS administration services. Approximately 50 LGPS Funds take part each year.

#### **2. Team Performance**

- 2.1. For the Devon fund, 77% of work was issued in target during 2017/18, a slight increase from 76% the previous year. The second half of 2017/18 saw much improved performance with 83% of work being issued in target.
- 2.2. Whilst the backlog of outstanding work has only decreased by approximately 1.5% since August 2017, the number of cases over 30 days old dropped by over 11%.
- 2.3. A summary of the team's performance from 1<sup>st</sup> September to 31<sup>st</sup> March 2018 is attached at Appendix 1 to this report.
- 2.4. A selection of compliments and complaints received during the period is attached at Appendix 2.

#### **3. CIPFA Benchmarking**

- 3.1. 2016/17 data has now been collated and forwarded to allow analysis of service compared to other LGPS providers. This includes membership analysis, Employer analysis, quotations and charges, costs and administration performance. Results as previously reported were confirmed in the final report we received in December 2017.

3.2. The table below shows our internal comparison on level of service provided in 2016/17 against 2015/16. An improvement in all areas has occurred and with the exception of deferred benefits, all areas were above the club average.

<b>Process</b>	<b>Target</b>	<b>Our 16/17 achievement</b>	<b>Our 15/16 achievement</b>
<i>Transfer in</i>	<i>10 days</i>	<i>93.36%</i>	<i>76.0%</i>
<i>Transfer out</i>	<i>10 days</i>	<i>93.38%</i>	<i>83.3%</i>
<i>Letter notifying <b>actual</b> retirement benefits</i>	<i>5 days</i>	<i>98.44%</i>	<i>86.4%</i>
<i>Letter notifying <b>estimated</b> retirement benefits</i>	<i>10 days</i>	<i>93.76%</i>	<i>93.0%</i>
<i>Letter acknowledging death</i>	<i>5 days</i>	<i>100%</i>	<i>100%</i>
<i>Refunds</i>	<i>5 days</i>	<i>97.9%</i>	<i>93.2%</i>
<i>Letter notifying dependants benefits</i>	<i>5 days</i>	<i>95.25%</i>	<i>82.0%</i>
<i>Deferred</i>	<i>10 days</i>	<i>82.36%</i>	<i>39.1%</i>

#### **4. Actions Implemented**

- 4.1. An additional team resource approved in Autumn 2015 has been extended until 31st December 2018.
- 4.2. We continue to focus on priority work and this has seen positive results in the percentage of priority work being done within target. Results for the whole of Peninsula Pensions has seen priority work completed in target rise from 54% in April 2017 to 86% in February 2018.
- 4.3. A Performance review is continuing to look at a number of key areas, resource levels and efficiency of processes. This is a very comprehensive review which is being undertaken with the assistance of Business Analysts.
- 4.4. A staff consultation was undertaken in March regarding a restructure of the team. This is a positive restructure with the addition of 6.5FTE posts being added to the team. Recruitment to the new structure will commence shortly with the new structure being in place July 2018.

#### **5. Conclusion**

- 5.1. We are continuing to work towards improving our performance and in turn provide an excellent service to all our stakeholders.

Mary Davis

Electoral Divisions: All  
Local Government Act 1972  
List of Background Papers - Nil  
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 Tel No: (01392) 383000

Summary 1 September 2017 to 31<sup>st</sup> March 2018

	<b>Within Target</b>	<b>Over Target</b>	<b>Total</b>	<b>Success Rate</b>
<b>Priority Procedures</b>	2759	574	3333	83%
<b>Non-Priority Procedures</b>	18705	3937	22642	83%
<b>Priority</b>	<b>Within Target</b>	<b>Over Target</b>	<b>Total</b>	<b>Success Rate</b>
<b>DEATH</b>	477	100	577	83%
<b>EMPLOYER ESTIMATES</b>	170	11	181	94%
<b>PRIORITY GENERAL</b>	902	152	1054	86%
<b>RETIREMENTS</b>	633	207	840	75%
<b>RETIREMENTS FROM DEFERRED</b>	574	104	678	85%
	<b>2759</b>	<b>574</b>	<b>3333</b>	<b>83%</b>
<b>Non Priority</b>	<b>Within Target</b>	<b>Over Target</b>	<b>Total</b>	<b>Success Rate</b>
<b>AMALGAMATIONS</b>	203	463	666	30%
<b>AVC</b>	380	68	448	85%
<b>DEFERRED</b>	832	760	1592	52%
<b>DIVORCE</b>	160	7	167	96%
<b>FROZEN</b>	252	683	935	27%
<b>MEMBER ESTIMATES</b>	827	384	1211	68%
<b>NON PRIORITY GEN</b>	14578	1345	15923	92%
<b>PAYROLL</b>	1105	10	1115	99%
<b>REFUNDS</b>	249	5	254	98%
<b>STARTERS</b>	16	0	16	100%
<b>TRANSFERS IN</b>	24	67	91	26%
<b>TRANFERS OUT</b>	77	145	222	35%
	18705	3937	22642	83%

**Outstanding tasks to be actioned on or before 31/03/2018**

<b>PRIORITY</b>	<b>Total Outstanding</b>	<b>0-9 days</b>	<b>10-19 days</b>	<b>20-30 days</b>	<b>&gt;30 days</b>
<b>DEATH</b>	33	33	0	0	0
<b>EMPLOYER ESTIMATES</b>	9	9	0	0	0
<b>PRIORITY GENERAL</b>	49	48	1	0	0
<b>RETIREMENTS</b>	109	108	0	1	0
<b>RETIREMENTS FROM DEFERRED</b>	52	52	0	0	0
<b>NON PRIORITY</b>	<b>Total Outstanding</b>	<b>0-9 days</b>	<b>10-19 days</b>	<b>20-30 days</b>	<b>&gt;30 days</b>
<b>AMALGAMATIONS</b>	3861	221	280	124	3236
<b>AVC</b>	78	12	12	17	37
<b>DEFERRED</b>	1072	316	244	133	379
<b>DIVORCE</b>	9	9	0	0	0
<b>FROZEN</b>	982	79	51	66	786
<b>MEMBER ESTIMATES</b>	302	69	59	25	149
<b>NON PRIORITY GEN</b>	1100	125	708	18	249
<b>PAYROLL</b>	16	9	1	6	0
<b>REFUNDS</b>	16	16	0	0	0
<b>STARTERS</b>	0	0	0	0	0
<b>TRANSFERS IN</b>	724	61	36	28	599
<b>TRANFERS OUT</b>	401	49	52	27	273
<b>GRAND TOTAL</b>	<b>8813</b>	<b>1216</b>	<b>1444</b>	<b>444</b>	<b>5709</b>

### First Instance Complaints

Unhappy with length of time transfer has taken to process

Outcome – apologised for delay though we had still not received information from previous pension provider. We subsequently actively chased this, received and completed the transfer as per the member's instructions.

### Internal Dispute Resolution Procedure (IDRP) Stage 1

Type	Upheld	Why
Incorrect Deferred benefit figures	No	Member not entitled to overstated figures.
Redundancy letter issued in error to member	Yes	Distress caused to member, compensation offered.
Delay in employer taking contributions	No	Employer responded under stage 1, apologised and no further action required.

\* 1 still being considered

### IDRP Stage 2

Type	Upheld	Why
Ill health*		

\* 1 still being considered

### Pension Ombudsman

Type	Upheld	Why
Abatement case, member claims she didn't know she had to inform pensions when she was re employed resulting in overpayment of pension.	No	Evidence provided by Peninsula Pensions proves member was aware. Case rejected by adjudicator.

### Compliments

#### From an overseas pensioner

I felt compelled to write to you to tell you what a valued employee and colleague you have in Rob Oswick. I have had a couple of harrowing months because my UK bank decided to change its name and give me completely new accounts

I feel very lucky that Rob has been looking after me so well and I have been able to depend on him so much. I know that he has gone above and beyond to help me, even getting me information about who to contact at the State Pensions office which was an even more daunting task.

## **Example of feedback from the Employer meetings held end of January**

Yesterday was so helpful – Shirley and Rachel (and you) presented so well, and we all found it very useful.

### **Member Presentation feedback**

Please would you pass on my gratitude to Mark for his excellent presentation above. Mark had been recommended to me by a colleague of mine who had been to a presentation he had undertaken in another part of our Force. I can certainly say that this was one of the most informative presentations I had been to recently. Staff who attended were most impressed of his knowledge and experience. Mark certainly had a wealth of knowledge and his style of delivery was very easy to understand – clear and concise.

Mark spoke individually to staff after the presentation and agreed to email them further details once he had been able to obtain the information they requested. Staff have said they received their details very promptly and I am sure they have thanked him for that.

Communication with Mark was very prompt. When I emailed him with any questions, his response was very prompt.

### **HR department – terminally ill member**

HR wanted us to know that Emma Sanders was outstanding when dealing with estimates for a terminally ill lady, turning them around within 24 hours.

I believe this case required manual intervention as well as looking at some regulations – so not the easiest of case either.