

PENINSULA PENSIONS PERFORMANCE REPORT
Report of the County Treasurer

Recommendation; The board note the report and actions being undertaken by officers to ensure compliance and best practice.

1. Introduction

- i. 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.
- ii. 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

- i. The performance target for Peninsula Pensions for 2016/17 is to improve on last year's overall performance of 71% and see a continued reduction in the backlogs.
- ii. Performance to date for 2016/17 is 76%. All processes bar 4 (Divorce cases, Non Priority General, Transfer Values in and out) show an improvement on last year.
- iii. As requested by the Board the table in Annexe A shows performance relating to the Devon Fund only for this financial year to date.
- iv. Annexe B shows a selection of compliments and complaints including the type received and the changes we have made.

3. CIPFA Benchmarking

- i. In December 2016 we received the draft report for the 2015/16 year. The key performance indicator that we obtain from this report is the cost per member. The cost per member for 2015/16 was £16.37 compared to the average of £18.55. This is an increase from £13.40 in 2014/15 due to one off project costs.
- ii. Our CIPFA performance results for 2015/16 were below the benchmarking average in some categories as shown in the table overleaf. It should be noted that CIPFA bases its statistics on a specific section of a case and this is why there is a difference between these figures and our internal completed report.

CIPFA Benchmarking Results table 2015/16:

Process	Target	Our achievement	Average
<i>Transfer in</i>	<i>10 days</i>	<i>76.0%</i>	<i>88.1%</i>
<i>Transfer out</i>	<i>10 days</i>	<i>83.3%</i>	<i>91.0%</i>
<i>Letter notifying actual retirement benefits</i>	<i>5 days</i>	<i>86.4%</i>	<i>89.9%</i>
<i>Letter notifying estimated retirement benefits</i>	<i>10 days</i>	<i>93.0%</i>	<i>86.5%</i>
<i>Letter acknowledging death</i>	<i>5 days</i>	<i>100%</i>	<i>97.1%</i>
<i>Refunds</i>	<i>5 days</i>	<i>93.2%</i>	<i>92.3%</i>
<i>Letter notifying dependants benefits</i>	<i>5 days</i>	<i>82.0%</i>	<i>86.3%</i>
<i>Deferred</i>	<i>10 days</i>	<i>39.1%</i>	<i>62.0%</i>

4. Actions Implemented

- i. The team was increased by a further 2 members of staff in December 2016 to work across the benefit teams. One is permanent, the second is temporary until 31 August 2017. A new Benefits Manager has recently joined the team who is primarily responsible for workflow.
- ii. An apprentice joined the team in January 2017 for a 6 to 9 month placement.
- iii. We have focused resources on retirements and other priority work and this is reflected in recently monthly statistics.
- iv. With additional resource removed from preserved benefits calculations, the number of cases waiting to be processed has been steadily climbing. A new emphasis has been put back in this area and the amount of cases being completed has increased from approximately 500 cases to 900 cases per month.
- v. The original backlog on Amalgamations decreased, however a sustained sickness absence from a key team member has resulted in a further backlog of cases. This has recently been resolved and a push is occurring again on this area to ensure the good work of the additional team is not lost.
- vi. A Performance review is currently under way to look at how we work, with the main aim being to provide a better service for scheme members by streamlining processes without affecting the quality of work. The review will also be looking at employers/payroll providers and the quality of data they provide to us. Employers were informed of this in January 2017. Partners helping with the review include Audit and a Finance Business Analyst.

Conclusion

We are working towards improving our performance this year, keeping a close eye on the changes we have made to ensure a positive long term outcome for the team and stakeholders.

Mary Davis

Electoral Divisions: All

Local Government Act 1972

List of background papers – Nil

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Summary April 16 to Feb 17 Devon Pension Fund

Completed tasks at 28/02/2017

	Within Target	Over Target	Total	Success Rate
Priority Procedures	4286	1450	5736	74%
Non-Priority Procedures	18253	5941	24194	73%
Priority				
	Within Target	Over Target	Total	Success Rate
Death	627	233	860	73%
Employer Estimates	245	36	281	87%
Priority General	1976	203	2179	91%
LGPS Retirements	671	668	1339	50%
Deferred Benefit retirements	767	310	1077	71%
	4286	1450	5736	74%
Non-Priority				
	Within Target	Over Target	Total	Success Rate
Amalgamation of records	480	334	814	59%
Additional Voluntary Contribution calculations	779	160	939	83%
Deferred Benefit calculations (including recalculations)	1984	1665	3649	54%
Divorce calculations	241	33	274	88%
Frozen Refunds	1448	300	1748	83%
Non Priority General work	8208	1872	10080	81%
Payroll	2349	81	2430	97%
Actual Refunds	643	58	701	92%
Retirement estimates (includes member and other estimates)	1669	850	2519	66%
Starters	122	4	126	97%
Transfer Values In	194	359	553	35%
Transfer Values Out	136	225	361	38%
	18253	5941	24194	73%

Outstanding tasks at 28/02/2017

PRIORITY	Total outstanding	Reply due	0-9 days	10-19 days	Net outstanding
Death	37	28	8	1	9
Employer Estimates	16	4	11	1	12
Preserved Retirements	42	15	27		27
Priority General	6	2	3	1	4
LGPS Retirements	69	34	34	1	35
TOTALS	170	83	83	4	87

NON PRIORITY	Total Outstanding	Reply due	0-9 days	10-19 days	20-30 days	>30 days	Net outstanding
Amalgamations	4902	353	157	151	273	3968	4549
AVC	35	11	6	11	2	5	24
Deferred	1670	119	177	77	107	1190	1551
Divorce cases	4	2	2				2
Frozen refunds	343	62	56	36	73	116	281
Non-priority general	1468	39	236	105	68	1020	1429
Member estimates	83	9	70	4			74
Other estimates	83	11	26	19	13	14	72
Payroll	37	5	8	4		20	32
Refunds	4	0	3	1			4
Transfers in	110	39	48	16	3	4	71
Transfers out	209	24	31	35	29	90	185
TOTALS	8948	674	820	459	568	6427	8274

First Instance Complaints

- a. Unhappy with being brought into the scheme automatically and lack of information from employer.

Outcome - discussed with employer and member - opt out form sent and completed and monies returned by employer

- b. 2 recent cases of members not happy with how case being dealt with and how dealt with on phone - state phone put down on them

Outcome - apologies to both members and case reviewed and dealt with efficiently. Names were not provided by team members, investigation took place to try to establish who took the call, 1 case we were able to confirm this and team member spoken to, although denied they were unprofessional, the second we could not trace and no one came forward, therefore reminder sent re conduct expected and consequences including reputational damage.

Internal Dispute Resolution Procedure (IDRP) Stage 1

Type	Upheld	Why
Level of widow pension	No	Regulations do not permit
ill health x 5*	2 upheld	Employer reviewed
Early release of benefits compassionate	No	Employer decision
Best of last 3 in 10 request	Yes	Administration error
Transfer Value In outside 12 months	Yes	Additional evidence provided re delay on request

* 1 still being considered

IDRP Stage 2

Type	Upheld	Why
level of widow pension	No	Regulations do not permit
ill health x 3*	2 upheld	Evidence reviewed
Early release of benefits compassionate	No	Employer decision

* 1 still being considered

Compliments

❖ **Member Presentations**

'I thought that your Presentations were great'

'Conversational, Inclusive, Interactive, Educational, Informative, Relaxed, Professional'

❖ **Estimates**

'I just wanted to pass on to you as well how grateful both myself and the staff are to her for turning this around so quickly. There is a lot going on for them at the moment, and they have found it so helpful to have this information that quickly to help them make their decision'

❖ **Members**

Thank you cards:

'Thank you for helpful efficient service at a difficult time' - widower

'Thank you for all your help' – terminal ill health case involving face to face meetings with member and employer