

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.

Recommendation: The Board notes the report.

1. Introduction

- 1.1. Peninsula Pensions' internal service standard target is to complete 90% of work within 10 working days from the date that all necessary information has been received. Performance targets are monitored on a monthly basis via a task management system and reporting tool within the pension database.
- 1.2. Peninsula Pensions is also a member of the CIPFA Benchmarking Club which has enabled an annual comparison of our performance against other LGPS administration services. Approximately 32 LGPS Funds participated in the benchmarking exercise for 2017/18.

2. Team Performance

- 2.1. During 2017/18, the team issued 77% of work within target. At the last meeting of the Board, we reported that performance had increased to 80% for the six months ending 30th September 2018. Performance for the most recent quarter has dropped to 68%, which brings the overall performance for the 9 months ending 31st December 2018 to 77%.
- 2.2. A reduction in performance over the quarter was expected as, in addition to the Christmas break, we have been undertaking an extensive training plan across the member services team. This has resulted in staff focusing on training, in addition to undertaking the normal day-to-day processes, which has caused a temporary negative impact on output. The benefits from the training sessions, including the implementation of consistent and efficient processes across the teams, will bed-in shortly and we expect to see a turnaround in performance over the coming months.
- 2.3. Appendix 1 shows the performance relating to the Devon Fund only for the 9 months ending 31st December 2018.
- 2.4. At the last meeting of the Board, a request was made to present the performance reports over a longer period, to enable a more meaningful comparison and to highlight areas where performance has improved or dropped. This is in hand and a separate report will be presented to members during the meeting.

3. Future changes to performance reporting

- 3.1. As members may be aware, the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013, set out the minimum requirements regarding the disclosure of pension information.
- 3.2. The pensions administration software, which we use to monitor performance, only permits us to record two sets of targets for performance monitoring purposes. In view of this we have made the decision to remove the CIPFA benchmark targets from the system and from now on will be reporting our performance against the disclosure regulations, in addition to our internal targets.
- 3.3. Future performance reports will include our performance against the disclosure regulations, in addition to our internal targets.
- 3.4. In addition to the change in performance monitoring, officers are in the process of reviewing our classification and prioritisation of tasks. Currently, tasks are assessed as either a 'Priority' or 'Non-Priority'. We believe that this method of classification is no longer appropriate, as there are occasions where a 'Non-Priority' task, if not dealt with within a reasonable timescale, will become a 'Priority' task. In view of this, we are looking to implement a new classification which will categorise tasks as either High, Medium or Low priority. This will help to ensure that tasks are dealt with in a more effective and timely manner.
- 3.5. Officers will bring a future report to the Board which sets out the new classification of tasks.

4. Customer Feedback

- 4.1. A drop-down option for 'Customer Feedback' has recently been added to the 'contact us' page on the Peninsula Pensions website.
- 4.2. Officers will present a summary of compliments and complaints received during 2018/19 at the next meeting of the Board.

5. Conclusion

- 5.1. The Board is asked to note the Performance report.

Mary Davis

Electoral Divisions: All

Local Government Act 1972

List of Background Papers - Nil

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Summary of Work Completed 01/04/18 – 31/12/18 (DCC)

	Within Target	Over Target	Total	Success Rate
Priority Procedures	4,558	1,189	5,747	79%
Non-Priority Procedures	16,593	5,292	21,885	76%
TOTAL	21,151	6,481	27,632	77%

Priority Procedures

	Within Target	Over Target	Total	Success Rate
Deaths	492	226	718	69%
Employer Estimates	195	12	207	94%
Priority General	2,394	307	2,701	89%
LGPS Retirements	649	418	1,067	61%
Deferred Benefit Retirements	828	226	1,054	79%
TOTAL	4,558	1,189	5,747	79%

Non-Priority Procedures

	Within Target	Over Target	Total	Success Rate
Amalgamation of Records	344	801	1,145	30%
Additional Voluntary Contribution Calculations	673	111	784	86%
Deferred Benefit Calculations (including recalculations)	712	499	1,211	59%
Divorce Calculations	260	10	270	96%
Frozen Refunds	559	1460	2,019	28%
Other Member Estimates	243	331	574	42%
Non-Priority General	10,474	1,200	11,674	90%
Payroll Adjustments	1,495	69	1564	96%
Police & Fire Retirement Estimates	1	1	2	50%
Refunds	691	116	807	86%
Retirement Estimates	899	280	1,179	76%
New Starters	74	0	74	100%
Transfer Values In	31	114	145	21%
Transfer Values Out	137	300	437	31%
TOTAL	16,593	5,292	21,885	76%