

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: 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.
- 1.2. In addition to the internal targets, Peninsula Pensions also monitors performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013, which set out the minimum requirements regarding the disclosure of pension information. This additional reporting element was introduced in 1st January 2019.
- 1.3. Performance targets are monitored on a monthly basis via a task management system and reporting tool within the pension database.

2. Team Performance

- 2.1. During 2017/18, the team issued 77% of work within target against our internal timescales. At the last meeting of the Board, we reported that performance had increased to 78% for the 11 months ending 28th February 2018.
- 2.2. Performance remained consistent during March, bringing the total performance for the financial year 2018/19 to 78%.
- 2.3. Following the change to reporting methods, we are now able to monitor our performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013. Our performance against the Disclosure Regulations for 2018/19 is 98%.
- 2.4. It is pleasing to see a continued improvement in performance, as we are continuing to undertake an extensive training plan across the member services section, which is impacting the normal day-to-day workloads of staff. We have recently recruited to several vacant positions within the team which should help to improve things further going forward.
- 2.5. Officers have also conducted a review of the classification and prioritisation of tasks carried out by the member services team. This will help to ensure that tasks are dealt with appropriately and in a more effective and timely manner.
- 2.6. Appendix 1 of the report shows a detailed breakdown of administration performance relating to the Devon Pension Fund for the year ending 31st March 2019 against the internal targets and Disclosure Regulations.

2.7. Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions in respect of the Devon Pension Fund from 1st January 2017 to 31st March 2019. Members will note that the total number of cases outstanding has dropped significantly over the period reported.

3. Conclusion

3.1. 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 – 31/03/19 (Devon Pension Fund)

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
High Priority Procedures	14,133	97%	83%
Medium Priority Procedures	19,129	97%	82%
Low Priority Procedures	5,292	100%	54%
TOTAL	38,554	98%	78%

High Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Changes	3,835	100%	94%
Complaints (Member)	39	100%	72%
Complaints (Employer)	0	-	-
Deaths	1,056	93%	62%
Payroll	3,042	100%	96%
Refunds	1,202	100%	87%
Retirements (Active)	1,564	89%	53%
Retirements (Deferred)	3,395	95%	79%
TOTAL	14,133	97%	83%

Medium Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Amalgamation of Records	1,865	100%	57%
Deferred Benefit			
Calculations	5,474	91%	91%
Divorce Calculations	353	100%	97%
Employer Queries	2,651	100%	55%
Estimates (Employer)	259	100%	90%
Estimates (Member)	985	100%	47%
General	3,452	100%	90%
HMRC	130	67%	63%
Member Self-Service	3,960	100%	100%
TOTAL	19,129	97%	82%

Low Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Estimates (Other)	277	100%	22%
GMP Queries	12	100%	95%
Interfund Transfers In	176	100%	45%
Interfund Transfers Out	104	100%	18%
Pension Top Ups	1,013	100%	92%
Frozen Refunds	2,691	100%	46%
New Starters	204	100%	97%
Pension Transfers In	282	100%	32%
Pension Transfers Out	528	100%	40%
TOTAL	5,292	100%	54%