

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.
- 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. At the previous meeting of the Board, it was reported that the administration performance for the financial year 2018/19 against internal targets was 78% (compared with 77% for 2017/18).
- 2.2. Performance for the most recent quarter, ending 30th June 2019, has improved again with a success rate of 90% against our internal targets.
- 2.3. Our performance against the Disclosure Regulations for the most recent quarter is 97%.
- 2.4. Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Devon Pension Fund only for the quarter ending 30th June 2019 against Peninsula Pensions' internal targets and against the Disclosure Regulations.
- 2.5. Appendix 2 of the report presents the longer-term performance of Peninsula Pensions (Devon Fund only) from 1st January 2018 to 30th August 2019. Members will note that the total number of cases outstanding continues to reduce.

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 01/04/19 – 31/06/19 (Devon Pension Fund)

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
High Priority Procedures	3,143	96%	94%
Medium Priority Procedures	4,227	98%	89%
Low Priority Procedures	1,218	98%	85%
TOTAL	8,588	97%	90%

High Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Changes	687	100%	99%
Complaints (Member)	11	100%	100%
Complaints (Employer)	0	0%	0%
Deaths	235	92%	84%
Payroll	797	99%	99%
Refunds	251	100%	100%
Retirements (Active)	470	87%	83%
Retirements (Deferred)	692	94%	92%
TOTAL	3,143	96%	94%

Medium Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Amalgamation of Records	724	99%	67%
Deferred Benefit Calculations	846	99%	93%
Divorce Calculations	82	99%	99%
Employer Queries	497	89%	64%
Estimates (Bulk)	295	0%	100%
Estimates (Employer)	73	100%	100%
Estimates (Member)	230	100%	100%
General	560	100%	99%
HMRC	13	92%	69%
Member Self-Service	907	100%	100%
TOTAL	4,227	98%	89%

Low Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Estimates (Other)	85	89%	84%
GMP Queries	0	0%	0%
Interfund Transfers In	63	97%	41%
Interfund Transfers Out	49	94%	33%
Pension Top Ups	143	100%	97%
Frozen Refunds	469	98%	98%
New Starters	72	99%	99%
Pension Transfers In	185	99%	65%
Pension Transfers Out	152	99%	88%
TOTAL	1,218	98%	85%

Peninsula Pensions Administration Performance
01/01/18 – 31/08/19 (Devon Pension Fund)

