

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. Overall performance against internal targets for the quarter ending 31st March 2020 was 91%, outperforming our internal target by 1%. This brings the total performance for the 2019/20 financial year to 90% (compared with 77% for 2017/18 and 78% for 2018/19).
- 2.2. Performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the financial year 2019/20 was 95%.
- 2.3. Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Devon Pension Fund only for the quarter ending 31st March 2020 and includes the total performance for the financial year 2019/20 against Peninsula Pensions' internal targets and against the Disclosure Regulations.
- 2.4. Appendix 2 of the report presents the longer-term performance of Peninsula Pensions (Devon Pension Fund only) from 1st January 2018 to 31st March 2020.

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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Administration Performance – 01/04/2019 to 31/03/2020 (Devon Pension Fund)**Performance Summary**

	Total Cases	Q4 2019/20		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
High Priority Procedures	12,975	93%	93%	92%	93%
Medium Priority Procedures	19,992	91%	95%	90%	96%
Low Priority Procedures	4,646	88%	91%	86%	94%
TOTAL	37,613	91%	94%	90%	95%

High Priority Cases

	Total Cases	Q4 2019/20		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Changes	3,328	100%	100%	100%	100%
Complaints (Member)	40	100%	100%	100%	100%
Complaints (Employer)	0	-	-	-	-
Deaths	1,039	90%	92%	80%	85%
Payroll	3,143	99%	99%	99%	99%
Refunds	849	98%	98%	99%	100%
Retirements (Active)	1,887	77%	77%	75%	76%
Retirements (Deferred)	2,689	89%	89%	89%	90%
TOTAL	12,975	93%	93%	92%	93%

Medium Priority Cases

	Total Cases	Q4 2019/20		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Amalgamation of Records	2,805	65%	91%	65%	94%
Deferred Benefit Calculations	3,221	80%	82%	89%	93%
Divorce Calculations	306	96%	96%	98%	98%
Employer Queries	2,229	69%	84%	72%	88%
Estimates (Bulk)	295	-	-	100%	100%
Estimates (Employer)	220	100%	100%	100%	100%
Estimates (Member)	923	97%	97%	98%	98%
General	3,357	100%	100%	100%	100%
HMRC	77	93%	93%	94%	97%
Member Self-Service	6,559	100%	100%	100%	100%
TOTAL	19,992	91%	95%	90%	96%

Low Priority Cases

	Total Cases	Q4 2019/20		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Estimates (Other)	248	80%	82%	84%	87%
GMP Queries	1	-	-	100%	100%
Interfund Transfers In	312	64%	79%	48%	86%
Interfund Transfers Out	270	55%	74%	49%	83%
Pension Top Ups	459	99%	99%	98%	99%
Frozen Refunds	2,028	96%	96%	97%	97%
New Starters	90	-	-	94%	94%
Pension Transfers In	769	97%	99%	78%	94%
Pension Transfers Out	469	80%	80%	87%	92%
TOTAL	4,646	88%	91%	86%	94%

Administration Performance – 01/01/2018 to 31/03/2020 (Devon Pension Fund)

