

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.

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### **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 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.
- 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 Total performance against internal targets for the quarter ending 31<sup>st</sup> March 2021 was 91%, despite the continued impact of COVID19. This brings the total performance for the 2020/21 financial year to 92%.
- 2.2 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 31<sup>st</sup> March 2021 was also 91%, bringing total performance for the financial year to 93%.
- 2.3 The team received a total of 26 compliments over the quarter.
- 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 31<sup>st</sup> March 2021 and for the financial year 2020/21 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 Pension Fund only) from 1st January 2019 to 31<sup>st</sup> March 2021.

### **3. CONCLUSION**

3.1 The Board is asked to note the report.

Mary Davis  
County Treasurer

[Electoral Divisions: All]

**LOCAL GOVERNMENT ACT 1972:  
LIST OF BACKGROUND PAPERS: NIL**  
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## Administration Performance – 01/04/2020 to 31/03/2021 (Devon Pension Fund)

Performance Summary

|                            | Total Cases   | 01/04/2020 – 31/03/2021 |                         | Q4 2020/21             |                         |
|----------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                            |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| High Priority Procedures   | 10,416        | 93%                     | 93%                     | 92%                    | 92%                     |
| Medium Priority Procedures | 25,481        | 91%                     | 93%                     | 89%                    | 90%                     |
| Low Priority Procedures    | 3,886         | 93%                     | 94%                     | 94%                    | 94%                     |
| <b>TOTAL</b>               | <b>39,783</b> | <b>92%</b>              | <b>93%</b>              | <b>91%</b>             | <b>91%</b>              |

High Priority

|                        | Total Cases   | 01/04/2020 – 31/03/2021 |                         | Q4 2020/21             |                         |
|------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                        |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Changes                | 1,333         | 99%                     | 99%                     | 99%                    | 99%                     |
| Complaints (Member)    | 70            | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Employer)  | 0             | -                       | -                       | -                      | -                       |
| Deaths                 | 1,279         | 85%                     | 85%                     | 90%                    | 90%                     |
| Payroll                | 2,986         | 99%                     | 99%                     | 100%                   | 100%                    |
| Refunds                | 646           | 99%                     | 99%                     | 99%                    | 99%                     |
| Retirements (Active)   | 1,469         | 88%                     | 88%                     | 89%                    | 89%                     |
| Retirements (Deferred) | 2,633         | 86%                     | 86%                     | 82%                    | 82%                     |
| <b>TOTAL</b>           | <b>10,416</b> | <b>93%</b>              | <b>93%</b>              | <b>92%</b>             | <b>92%</b>              |

Medium Priority

|                      | Total Cases   | 01/04/2020 – 31/03/2021 |                         | Q4 2020/21             |                         |
|----------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                      |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Amalgamations        | 3,346         | 81%                     | 87%                     | 81%                    | 83%                     |
| Deferred Benefits    | 4,425         | 81%                     | 82%                     | 83%                    | 84%                     |
| Divorce Calculations | 261           | 86%                     | 86%                     | 89%                    | 89%                     |
| Employer Queries     | 2,086         | 71%                     | 79%                     | 75%                    | 78%                     |
| Estimates (Bulk)     | 0             | -                       | -                       | -                      | -                       |
| Estimates (Employer) | 126           | 100%                    | 100%                    | 100%                   | 100%                    |
| Estimates (Member)   | 453           | 97%                     | 97%                     | 96%                    | 96%                     |
| General              | 10,081        | 100%                    | 100%                    | 98%                    | 98%                     |
| HMRC                 | 130           | 97%                     | 97%                     | 100%                   | 100%                    |
| Member Self-Service  | 4,573         | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>TOTAL</b>         | <b>25,481</b> | <b>91%</b>              | <b>93%</b>              | <b>89%</b>             | <b>90%</b>              |

Low Priority

|                                | Total Cases  | 01/04/2021 – 31/03/2021 |                         | Q4 2020/21             |                         |
|--------------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                                |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| <b>Estimates (Other)</b>       | 160          | 90%                     | 90%                     | 91%                    | 91%                     |
| <b>GMP Queries</b>             | 1            | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>Interfund Transfers In</b>  | 426          | 77%                     | 83%                     | 79%                    | 83%                     |
| <b>Interfund Transfers Out</b> | 281          | 82%                     | 87%                     | 88%                    | 90%                     |
| <b>Pension Top Ups</b>         | 319          | 96%                     | 96%                     | 96%                    | 96%                     |
| <b>Frozen Refunds</b>          | 2,080        | 99%                     | 99%                     | 99%                    | 99%                     |
| <b>New Starters</b>            | 2            | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>Pension Transfers In</b>    | 273          | 91%                     | 92%                     | 80%                    | 80%                     |
| <b>Pension Transfers Out</b>   | 344          | 81%                     | 81%                     | 81%                    | 81%                     |
| <b>TOTAL</b>                   | <b>3,886</b> | <b>93%</b>              | <b>94%</b>              | <b>94%</b>             | <b>94%</b>              |

Administration Performance – 01/01/2019 to 31/12/2021 (Devon Pension Fund)

