

PENINSULA PENSIONS PERFORMANCE REPORT

Report of the Director of Finance

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 30th September 2021 was 87%, which was an improvement of 1% from the previous quarter. During this period the team successfully completed 91% of High Priority procedures within timescale.
- 2.2 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 30th September 2021 was also 87%.
- 2.3 The lower than expected performance referred to in sections 2.1 and 2.2 is in part due to delays in responses to information requested from employers. The team has been working closely with employers to implement improvements in this area. Despite a further dip in performance during October 2021, we have recently started to see some improvements. It should be noted that employers have been undertaking historic data sign off exercises over the past 18 months, in preparation for the McCloud remedy, which may explain some of these delays. If the performance data for employer queries is removed from the statistics, the overall team performance for the financial year to date stands at 90% against both internal timescales and the disclosure regulations. The team are in the process of developing employer performance reports to present to the Board for review.

- 2.4 The team received a total of 25 compliments between 1<sup>st</sup> July 2021 and 31<sup>st</sup> 30<sup>th</sup> September 2021.
- 2.5 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Devon Pension Fund only for the quarter ending 30<sup>th</sup> September 2021 and for the financial year to date against Peninsula Pensions' internal targets and against the Disclosure Regulations.
- 2.6 Appendix 2 of the report presents the longer-term performance of Peninsula Pensions (Devon Pension Fund only) from 1st April 2019 to 30<sup>th</sup> September 2021.

### **3. CONCLUSION**

- 3.1 The Board is asked to note the report.

Angie Sinclair  
Director of Finance

[Electoral Divisions: All]

**LOCAL GOVERNMENT ACT 1972:**  
**LIST OF BACKGROUND PAPERS: NIL**  
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**Administration Performance – 01/04/2021 to 30/06/2021 (Devon Pension Fund)**

|                            | Total Cases   | 01/04/2021 – 30/09/2021 |                         | Q2 2021/22             |                         |
|----------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                            |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| High Priority Procedures   | 6,344         | 91%                     | 91%                     | 91%                    | 91%                     |
| Medium Priority Procedures | 9,118         | 82%                     | 84%                     | 82%                    | 84%                     |
| Low Priority Procedures    | 2,081         | 92%                     | 92%                     | 92%                    | 92%                     |
| <b>TOTAL</b>               | <b>17,543</b> | <b>86%</b>              | <b>87%</b>              | <b>87%</b>             | <b>87%</b>              |

**High Priority**

|                        | Total Cases  | 01/04/2021 – 30/09/2021 |                         | Q2 2021/22             |                         |
|------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                        |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Changes                | 845          | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Member)    | 61           | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Employer)  | 0            | -                       | -                       | -                      | -                       |
| Deaths                 | 606          | 89%                     | 89%                     | 91%                    | 91%                     |
| Payroll                | 627          | 91%                     | 91%                     | 94%                    | 94%                     |
| Refunds                | 1,590        | 100%                    | 100%                    | 100%                   | 100%                    |
| Deferred (Over 55)     | 321          | 100%                    | 100%                    | 100%                   | 100%                    |
| Retirements (Active)   | 854          | 89%                     | 89%                     | 88%                    | 88%                     |
| Retirements (Deferred) | 1,440        | 77%                     | 77%                     | 76%                    | 76%                     |
| <b>TOTAL</b>           | <b>6,344</b> | <b>91%</b>              | <b>91%</b>              | <b>91%</b>             | <b>91%</b>              |

**Medium Priority**

|                      | Total Cases  | 01/04/2021 – 30/09/2021 |                         | Q2 2021/22             |                         |
|----------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                      |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Amalgamations        | 1,572        | 77%                     | 79%                     | 82%                    | 83%                     |
| Deferred Benefits    | 2,603        | 81%                     | 82%                     | 77%                    | 77%                     |
| Divorce Calculations | 182          | 84%                     | 84%                     | 82%                    | 82%                     |
| Employer Queries     | 1,350        | 46%                     | 56%                     | 47%                    | 55%                     |
| Estimates (Bulk)     | 0            | -                       | -                       | -                      | -                       |
| Estimates (Employer) | 56           | 95%                     | 95%                     | 94%                    | 94%                     |
| Estimates (Member)   | 137          | 82%                     | 82%                     | 80%                    | 80%                     |
| General              | 1,318        | 97%                     | 97%                     | 97%                    | 97%                     |
| HMRC                 | 53           | 100%                    | 100%                    | 100%                   | 100%                    |
| Member Self-Service  | 1,847        | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>TOTAL</b>         | <b>9,118</b> | <b>82%</b>              | <b>84%</b>              | <b>82%</b>             | <b>84%</b>              |

**Low Priority**

|                         |              | 01/04/2021 – 30/09/2021 |                         | Q2 2021/22             |                         |
|-------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                         | Total Cases  | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Estimates (Other)       | 77           | 62%                     | 64%                     | 49%                    | 49%                     |
| GMP Queries             | 3            | 100%                    | 100%                    | 100%                   | 100%                    |
| Interfund Transfers In  | 182          | 75%                     | 78%                     | 79%                    | 81%                     |
| Interfund Transfers Out | 113          | 82%                     | 82%                     | 80%                    | 80%                     |
| Pension Top Ups         | 192          | 96%                     | 96%                     | 97%                    | 97%                     |
| Frozen Refunds          | 1,241        | 98%                     | 98%                     | 99%                    | 99%                     |
| New Starters            | 1            | 100%                    | 100%                    | 100%                   | 100%                    |
| Pension Transfers In    | 155          | 85%                     | 85%                     | 87%                    | 87%                     |
| Pension Transfers Out   | 117          | 81%                     | 81%                     | 79%                    | 79%                     |
| <b>TOTAL</b>            | <b>2,081</b> | <b>92%</b>              | <b>92%</b>              | <b>92%</b>             | <b>92%</b>              |

**Administration Performance – 01/04/2019 to 30/09/2021 (Devon Pension Fund)**