

PENINSULA PENSIONS PERFORMANCE REPORT

Report of the Director of Finance and Public Value

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> December 2021 was 86%. During this period the team successfully completed 92% 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 31<sup>st</sup> December 2021 was also 86%.
- 2.3 As referred to in the performance report for the previous quarter, the lower than expected performance is in part due to delays in responses to member information requested from employers. The team has continued to work with employers to implement improvements in this area. It should be noted that employers have been undertaking a historic data sign off exercise over the past 18 months in preparation for the McCloud remedy, which will 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 89% against internal timescales and 90% against 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 21 compliments between 1<sup>st</sup> October 2021 and 31<sup>st</sup> December 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 31<sup>st</sup> December 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 31<sup>st</sup> December 2021.

### **3. CONCLUSION**

- 3.1 The Board is asked to note the report.

Angie Sinclair  
Director of Finance and Public Value

[Electoral Divisions: All]

**LOCAL GOVERNMENT ACT 1972:**  
**LIST OF BACKGROUND PAPERS: NIL**  
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## Administration Performance – 01/04/2021 to 31/12/2021 (Devon Pension Fund)

|                            | Total Cases   | 01/04/2021 – 31/12/2021 |                         | Q3 2021/22             |                         |
|----------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                            |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| High Priority Procedures   | 9,724         | 91%                     | 91%                     | 92%                    | 92%                     |
| Medium Priority Procedures | 13,484        | 82%                     | 84%                     | 78%                    | 79%                     |
| Low Priority Procedures    | 3,512         | 92%                     | 92%                     | 92%                    | 92%                     |
| <b>TOTAL</b>               | <b>26,720</b> | <b>86%</b>              | <b>87%</b>              | <b>86%</b>             | <b>86%</b>              |

High Priority

|                        | Total Cases  | 01/04/2021 – 31/12/2021 |                         | Q3 2021/22             |                         |
|------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                        |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Changes                | 1,201        | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Member)    | 91           | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Employer)  | 0            | -                       | -                       | -                      | -                       |
| Deaths                 | 955          | 89%                     | 89%                     | 90%                    | 91%                     |
| Payroll                | 1,109        | 92%                     | 92%                     | 93%                    | 93%                     |
| Refunds                | 2,201        | 99%                     | 99%                     | 98%                    | 98%                     |
| Deferred (Over 55)     | 526          | 100%                    | 100%                    | 100%                   | 100%                    |
| Retirements (Active)   | 1,419        | 89%                     | 89%                     | 90%                    | 90%                     |
| Retirements (Deferred) | 2,222        | 80%                     | 80%                     | 84%                    | 84%                     |
| <b>TOTAL</b>           | <b>9,724</b> | <b>92%</b>              | <b>92%</b>              | <b>92%</b>             | <b>92%</b>              |

Medium Priority

|                      | Total Cases   | 01/04/2021 – 31/12/2021 |                         | Q3 2021/22             |                         |
|----------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                      |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Amalgamations        | 2,309         | 79%                     | 80%                     | 82%                    | 84%                     |
| Deferred Benefits    | 4,060         | 77%                     | 77%                     | 70%                    | 70%                     |
| Divorce Calculations | 241           | 84%                     | 84%                     | 85%                    | 85%                     |
| Employer Queries     | 1,990         | 47%                     | 54%                     | 49%                    | 51%                     |
| Estimates (Bulk)     | 0             | -                       | -                       | -                      | -                       |
| Estimates (Employer) | 71            | 96%                     | 96%                     | 100%                   | 100%                    |
| Estimates (Member)   | 215           | 80%                     | 80%                     | 77%                    | 77%                     |
| General              | 1,801         | 97%                     | 97%                     | 96%                    | 96%                     |
| HMRC                 | 142           | 100%                    | 100%                    | 100%                   | 100%                    |
| Member Self-Service  | 2,655         | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>TOTAL</b>         | <b>13,484</b> | <b>81%</b>              | <b>82%</b>              | <b>78%</b>             | <b>79%</b>              |

**Low Priority**

|                                | Total Cases  | 01/04/2021 – 31/12/2021 |                         | Q3 2021/22             |                         |
|--------------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                                |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| <b>Estimates (Other)</b>       | 108          | 58%                     | 59%                     | 48%                    | 48%                     |
| <b>GMP Queries</b>             | 6            | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>Interfund Transfers In</b>  | 261          | 76%                     | 78%                     | 78%                    | 80%                     |
| <b>Interfund Transfers Out</b> | 185          | 84%                     | 84%                     | 88%                    | 88%                     |
| <b>Pension Top Ups</b>         | 243          | 95%                     | 95%                     | 94%                    | 96%                     |
| <b>Frozen Refunds</b>          | 2,276        | 97%                     | 97%                     | 95%                    | 95%                     |
| <b>New Starters</b>            | 1            | 100%                    | 100%                    | -                      | -                       |
| <b>Pension Transfers In</b>    | 241          | 86%                     | 86%                     | 87%                    | 87%                     |
| <b>Pension Transfers Out</b>   | 191          | 82%                     | 82%                     | 84%                    | 84%                     |
| <b>TOTAL</b>                   | <b>3,512</b> | <b>92%</b>              | <b>92%</b>              | <b>92%</b>             | <b>92%</b>              |

Administration Performance – 01/04/2019 to 31/12/2021 (Devon Pension Fund)

