

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> March 2022 was 84%. During this period the team successfully completed 95% 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> March 2022 was 85%.
- 2.3 As referred to in the performance reports for previous quarters, 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 period in preparation for the McCloud remedy, which will explain some of these delays. When performance data for employer queries is removed from the statistics, the overall team performance for the financial year to date stands at 89% against both the 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 have also been concentrating on processing outstanding deferred benefit and amalgamation cases in preparation for the McCloud remedy and future Pension Dashboard, which has impacted performance. Once these cases have been completed, we expect to see an improvement in performance.
- 2.5 The team received a total of 16 compliments between 1<sup>st</sup> December 2021 and 31<sup>st</sup> March 2022.
- 2.6 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 2022 and for the 2021/22 financial year against Peninsula Pensions' internal targets and against the Disclosure Regulations.
- 2.7 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> March 2022.

### **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 31/03/2022 (Devon Pension Fund)

|                            | Total Cases   | 01/04/2021 – 31/03/2022 |                         | Q4 2021/22             |                         |
|----------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                            |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| High Priority Procedures   | 13,248        | 92%                     | 93%                     | 95%                    | 95%                     |
| Medium Priority Procedures | 17,662        | 80%                     | 81%                     | 78%                    | 78%                     |
| Low Priority Procedures    | 4,621         | 89%                     | 89%                     | 81%                    | 81%                     |
| <b>TOTAL</b>               | <b>35,531</b> | <b>86%</b>              | <b>86%</b>              | <b>84%</b>             | <b>85%</b>              |

High Priority

|                        | Total Cases   | 01/04/2021 – 31/03/2022 |                         | Q4 2021/22             |                         |
|------------------------|---------------|-------------------------|-------------------------|------------------------|-------------------------|
|                        |               | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Changes                | 2,014         | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Member)    | 118           | 100%                    | 100%                    | 100%                   | 100%                    |
| Complaints (Employer)  | 0             | -                       | -                       | -                      | -                       |
| Deaths                 | 1,250         | 90%                     | 90%                     | 92%                    | 92%                     |
| Payroll                | 1,370         | 91%                     | 91%                     | 88%                    | 88%                     |
| Refunds                | 2,832         | 99%                     | 99%                     | 100%                   | 100%                    |
| Deferred (Over 55)     | 896           | 100%                    | 100%                    | 100%                   | 100%                    |
| Retirements (Active)   | 1,858         | 89%                     | 89%                     | 90%                    | 90%                     |
| Retirements (Deferred) | 2,910         | 82%                     | 82%                     | 90%                    | 90%                     |
| <b>TOTAL</b>           | <b>13,248</b> | <b>92%</b>              | <b>93%</b>              | <b>95%</b>             | <b>95%</b>              |

Medium Priority

|                      | Total Cases | 01/04/2021 – 31/03/2022 |                         | Q4 2021/22             |                         |
|----------------------|-------------|-------------------------|-------------------------|------------------------|-------------------------|
|                      |             | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| Amalgamations        | 2,885       | 78%                     | 80%                     | 77%                    | 78%                     |
| Deferred Benefits    | 4,978       | 73%                     | 73%                     | 53%                    | 54%                     |
| Divorce Calculations | 278         | 83%                     | 83%                     | 77%                    | 77%                     |
| Employer Queries     | 2,388       | 51%                     | 57%                     | 69%                    | 71%                     |
| Estimates (Bulk)     | 0           | -                       | -                       | -                      | -                       |
| Estimates (Employer) | 89          | 95%                     | 95%                     | 90%                    | 90%                     |
| Estimates (Member)   | 267         | 83%                     | 83%                     | 95%                    | 95%                     |
| General              | 2,356       | 97%                     | 97%                     | 98%                    | 98%                     |
| HMRC                 | 159         | 100%                    | 100%                    | 100%                   | 100%                    |
| Member Self-Service  | 4,262       | 100%                    | 100%                    | 100%                   | 100%                    |

|              |               |            |            |            |            |
|--------------|---------------|------------|------------|------------|------------|
| <b>TOTAL</b> | <b>17,662</b> | <b>80%</b> | <b>81%</b> | <b>78%</b> | <b>78%</b> |
|--------------|---------------|------------|------------|------------|------------|

**Low Priority**

|                                | Total Cases  | 01/04/2021 – 31/03/2022 |                         | Q4 2021/22             |                         |
|--------------------------------|--------------|-------------------------|-------------------------|------------------------|-------------------------|
|                                |              | Performance (Internal)  | Performance (Disc Regs) | Performance (Internal) | Performance (Disc Regs) |
| <b>Estimates (Other)</b>       | 124          | 59%                     | 60%                     | 67%                    | 67%                     |
| <b>GMP Queries</b>             | 13           | 100%                    | 100%                    | 100%                   | 100%                    |
| <b>Interfund Transfers In</b>  | 342          | 77%                     | 80%                     | 82%                    | 83%                     |
| <b>Interfund Transfers Out</b> | 282          | 84%                     | 84%                     | 84%                    | 84%                     |
| <b>Pension Top Ups</b>         | 295          | 95%                     | 95%                     | 93%                    | 93%                     |
| <b>Frozen Refunds</b>          | 3,025        | 93%                     | 93%                     | 80%                    | 80%                     |
| <b>New Starters</b>            | 1            | 100%                    | 100%                    | 0%                     | 0%                      |
| <b>Pension Transfers In</b>    | 315          | 85%                     | 85%                     | 84%                    | 84%                     |
| <b>Pension Transfers Out</b>   | 224          | 82%                     | 82%                     | 80%                    | 80%                     |
| <b>TOTAL</b>                   | <b>4,621</b> | <b>89%</b>              | <b>90%</b>              | <b>81%</b>             | <b>81%</b>              |

**Administration Performance – 01/04/2019 to 31/03/2022 (Devon Pension Fund)**

