

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.

1) INTRODUCTION

- 1.1 Peninsula Pensions monitors performance against the [Occupational and Personal Pension Schemes \(Disclosure of Information\) Regulations 2013](#), which set out the statutory requirements regarding the disclosure of pension information.

Peninsula Pensions' will be reviewing the [Pension Administration Strategy](#) and targets included within it in the new 2023 year, which includes the internal target for Peninsula Pensions and expected performance requirements from individual Fund employers. The information provided within this report is therefore based around the statutory targets as outlined above.

- 1.2 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 the Occupational and Personal Pension Schemes (Disclosure of information) Regulations 2013 for the quarter ending 31 December 2022 was 88% (94% for High Priority procedures).
- 2.2 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. Of the 305 Devon employers with active members, 247 have been signed off, the remainder are all in progress.
- 2.3 The team have also continued to concentrate on processing outstanding deferred benefit and amalgamation cases in preparation for the McCloud remedy and future Pension Dashboard, (please see separate overview paper), which has impacted

performance. Once these cases have been completed, we expect to see an improvement in performance.

- 2.4 The team received a total of 22 compliments between 1 October 2022 and 31 December 2022.
- 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 December 2022 against the statutory Disclosure Regulations. It also includes a new graph which shows the monthly trend analysis on the percentage of high, medium, and low priority cases completed within timescales for the current financial year.
- 2.6 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Devon Pension Fund only) for this financial year from 1st April to 31 December 2022. The bottom chart shows how many of the 'remaining' tasks outstanding to be actioned are awaiting information from another third party (member/employer) and therefore are on 'reply due'. The figures for December 2022 are impacted by the Christmas closedown.
- 2.7 Appendix 3 of the report highlights the amount of work received the previous 12 month rolling period, compared to the same periods in the previous year. The first 2 charts show an increase in demand. Chart 3 breaks down the work into the different work types showing where there is an increase or decrease.
- 2.8 Other updates – The Pension Regulator annual returns completed November 2022.
- 2022 data quality score included:
- Common data score: 95.8%
Scheme-specific data score: 97.07%

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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Summary -DCC Disclosure 1st October 2022 to 31st December 2022

	Total Cases	Success Rate
High Priority Procedures	3116	94%
Medium Priority Procedures	5043	90%
Low Priority Procedures	1660	89%

High Priority

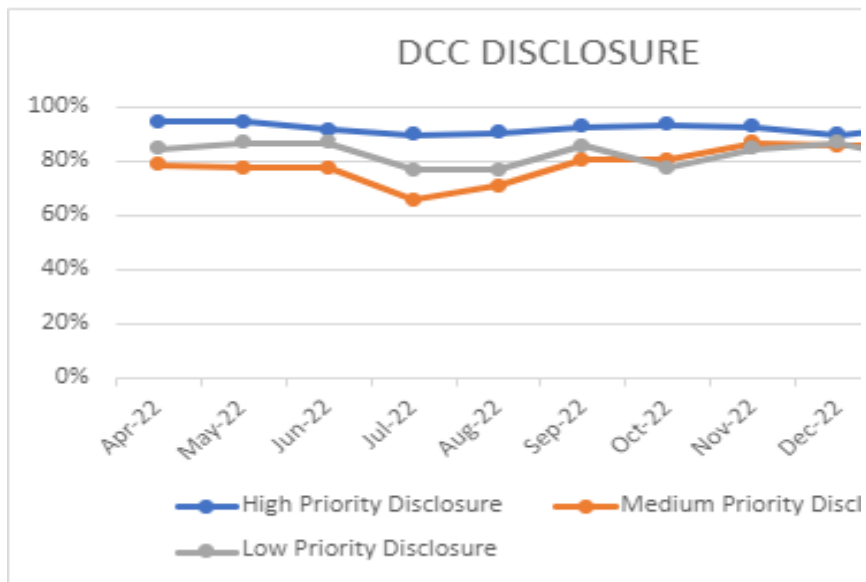
	Total	Success Rate
CHANGES	453	96%
COMPLAINT/IDRPMEM	32	100%
COMPLAINT/IDRPEMP	2	100%
DEATH	298	79%
DEFERRED OVER 55	361	84%
PAYROLL	737	98%
REFUND	155	100%
RETRACT	524	91%
RETPB	554	94%
TOTAL	3116	94%

Medium Priority

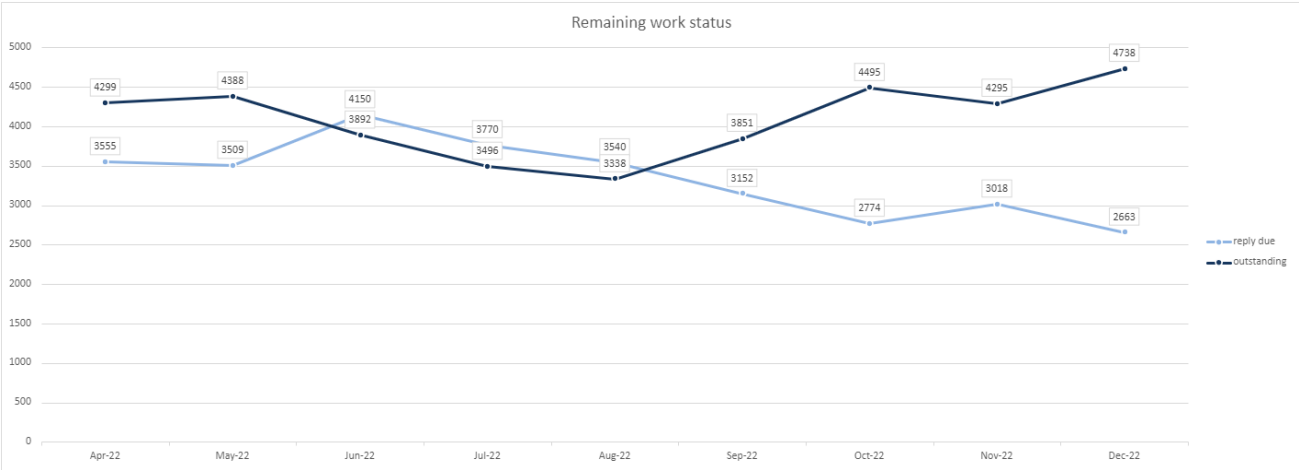
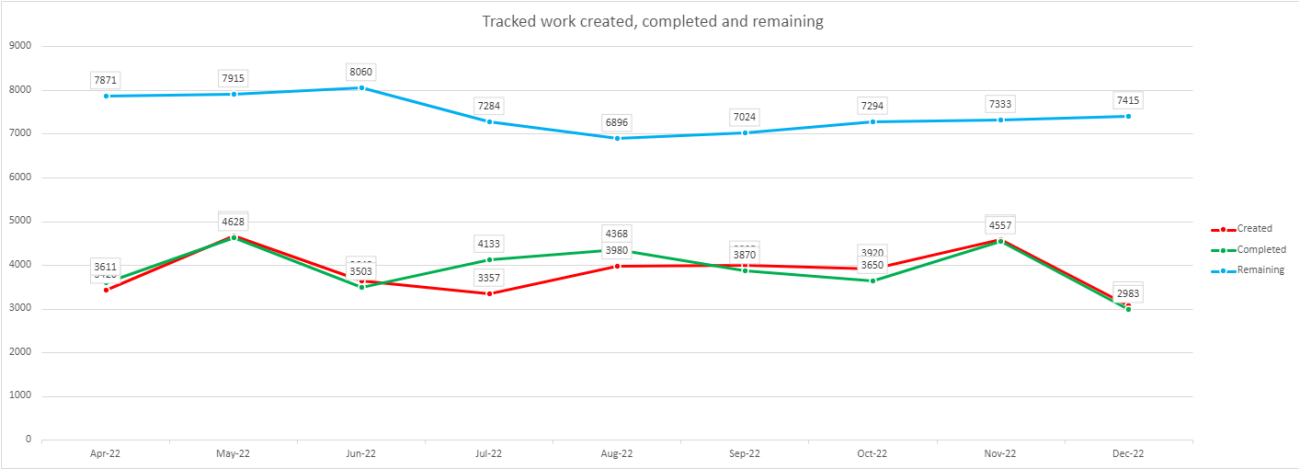
	Total	Success Rate
AMALGAMATIONS	949	70%
DEFERRED	1136	75%
DIVORCE	85	91%
EMPLOYER QUERIES	476	82%
ESTBULK	0	-
ESTEMP	12	100%
ESTMEMB	47	94%
GEN	1078	100%
HMRC	54	100%
MSS	1206	100%
TOTAL	5043	90%

Low Priority

	Total	Success Rate
ESTOTHER	63	97%
GMP ACTIVE/DEFERRED	15	100%
INTERFUND IN	111	86%
INTERFUND OUT	75	69%
PENSION TOP UP	146	99%
REFUNDSFROZ	1046	78%
STARTERS	0	-
TVIN	111	93%
TVOUT	93	92%
TOTAL	1660	89%

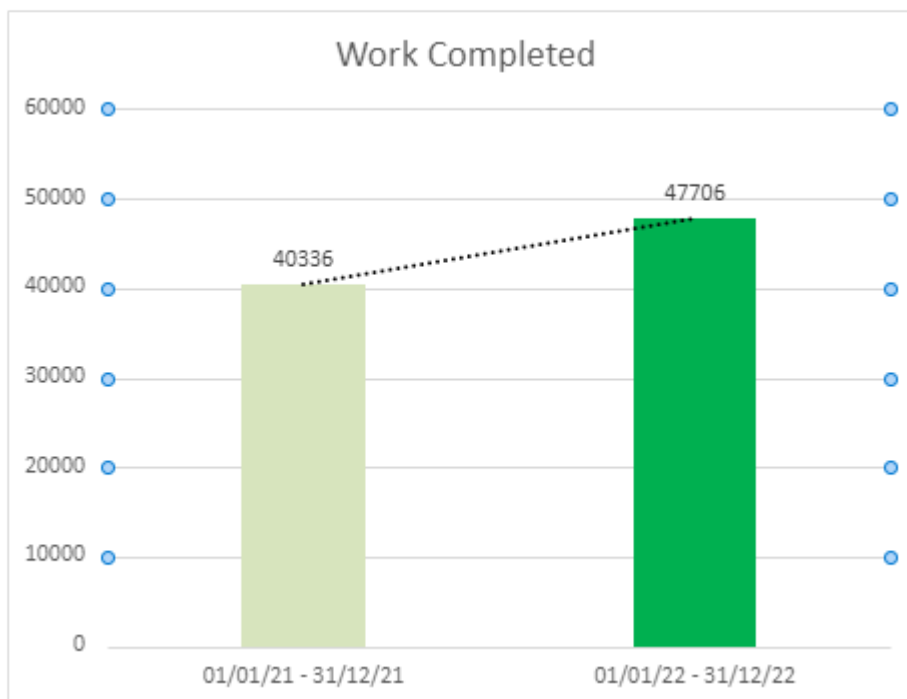
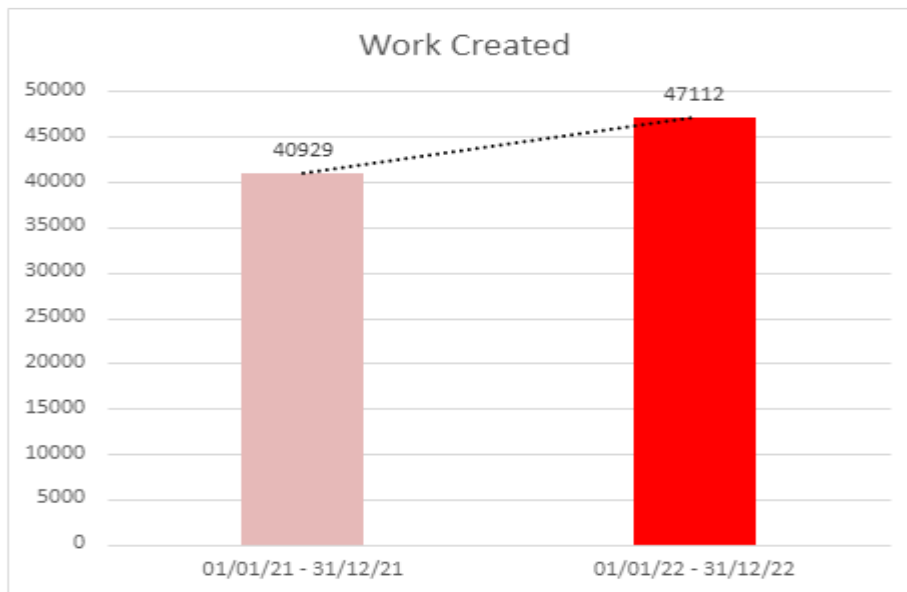


Appendix 2



**Work received 12 month rolling period 1 January 2022 to 31 December 2022
(against same period for previous financial year)**

from	to	Work Created	Work Completed
01/01/2021	31/12/2021	40929	40336
01/01/2022	31/12/2022	47112	47706



Increase or decrease of type of work created within period 1 January 2022 to 31 December 2022 against same period for previous financial year.

(Increase shown in red, decrease shown in green)

