

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 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 March 2023 was 91% (93% 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.
- 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, 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 10 compliments between 1 January 2023 and 31 March 2023.

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 March 2023, and the full year 1st April 2022 – 31st March 2023, against the statutory Disclosure Regulations. It also includes a 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.

In addition, a further chart, as requested by the Board, has been included to highlight the variants in performance when compared with firstly, the previous quarter, and secondly, the previous 12-month period.

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 March 2023. 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'.

2.7 Appendix 3 of the report highlights the amount of work received over the last 12 month rolling period, compared to the same period in the previous year. The chart currently is showing an increase in demand. The last chart breaks down the work into the different work types showing where there has been an increase or decrease over the two periods.

2.8 Other updates –
McCloud:

Member factsheet link for information: [The McCloud judgment and your LGPS pension \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1141227/the-mccloud-judgment-and-your-lgps-pension.pdf)

Recruitment:

For information, during the period January 2023 – March 2023, Peninsula Pensions had a total of 7 staff vacancies.

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 – 01/01/2023 to 31/03/2023 (Devon Pension Fund)

	Total Cases	Success Rate
High Priority Procedures	4396	93%
Medium Priority Procedures	6228	88%
Low Priority Procedures	1901	92%
	12525	91%

High Priority

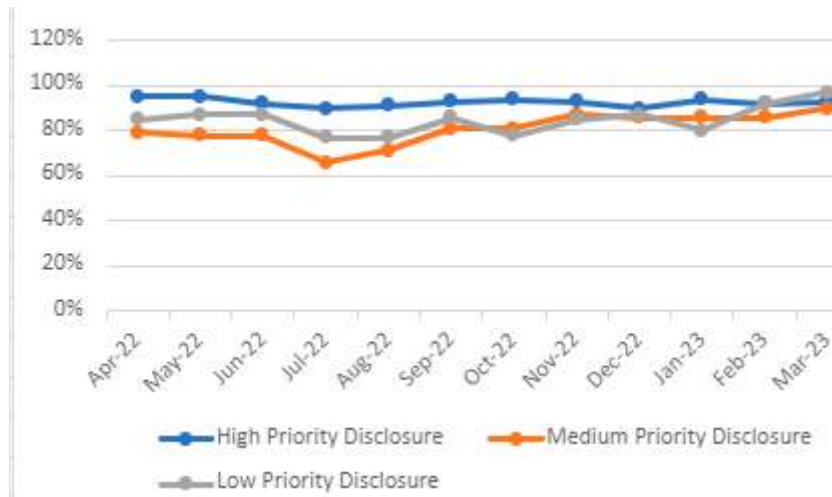
	Total	Success Rate
CHANGES	552	99%
COMPLAINT/IDRPMEM	43	100%
COMPLAINT/IDRPEMP	1	100%
DEATH	399	79%
DEFERRED OVER 55	378	86%
PAYROLL	729	97%
REFUND	1009	100%
REACT	509	85%
RETPB	776	93%
TOTAL	4396	93%

Medium Priority

	Total	Success Rate
AMALGAMATIONS	714	70%
DEFERRED	1743	77%
DIVORCE	77	92%
EMPLOYER QUERIES	598	82%
ESTBULK	0	-
ESTEMP	34	100%
ESTMEMB	75	97%
GEN	1370	100%
HMRC	17	94%
MSS	1600	100%
TOTAL	6228	88%

Low Priority

	Total	Success Rate
ESTOTHER	57	93%
GMP ACTIVE/DEFERRED	26	100%
INTERFUND IN	110	85%
INTERFUND OUT	123	83%
PENSION TOP UP	124	98%
REFUNDSFROZ	1286	92%
STARTERS	0	-
TVIN	98	96%
TVOUT	77	88%
TOTAL	1901	92%



Administration Performance – 01/04/2022 to 31/03/2023 (Devon Pension Fund)

	Total Cases	Success Rate
High Priority Procedures	14832	93%
Medium Priority Procedures	22393	87%
Low Priority Procedures	6753	87%
	43978	89%

High Priority

	Total	Success Rate
CHANGES	2197	99%
COMPLAINT/IDRPMEM	139	100%
COMPLAINT/IDRPEMP	8	100%
DEATH	1401	78%
DEFERRED OVER 55	1380	85%
PAYROLL	2903	97%
REFUND	2071	100%
RETRACT	1913	90%
RETPB	2820	91%
TOTAL	14832	93%

Medium Priority

	Total	Success Rate
AMALGAMATIONS	3551	62%
DEFERRED	6282	65%
DIVORCE	294	89%
EMPLOYER QUERIES	2217	74%
ESTBULK	0	-
ESTEMP	121	100%
ESTMEMB	264	94%
GEN	3673	99%
HMRC	111	99%
MSS	5880	100%
TOTAL	22393	87%

Low Priority

	Total	Success Rate
ESTOTHER	313	75%
GMP ACTIVE/DEFERRED	49	100%
INTERFUND IN	471	80%
INTERFUND OUT	363	73%
PENSION TOP UP	662	98%
REFUNDSFROZ	3983	85%
STARTERS	4	100%
TVIN	433	94%
TVOUT	475	76%
TOTAL	6753	87%

Variance in performance when compared to previous quarter:

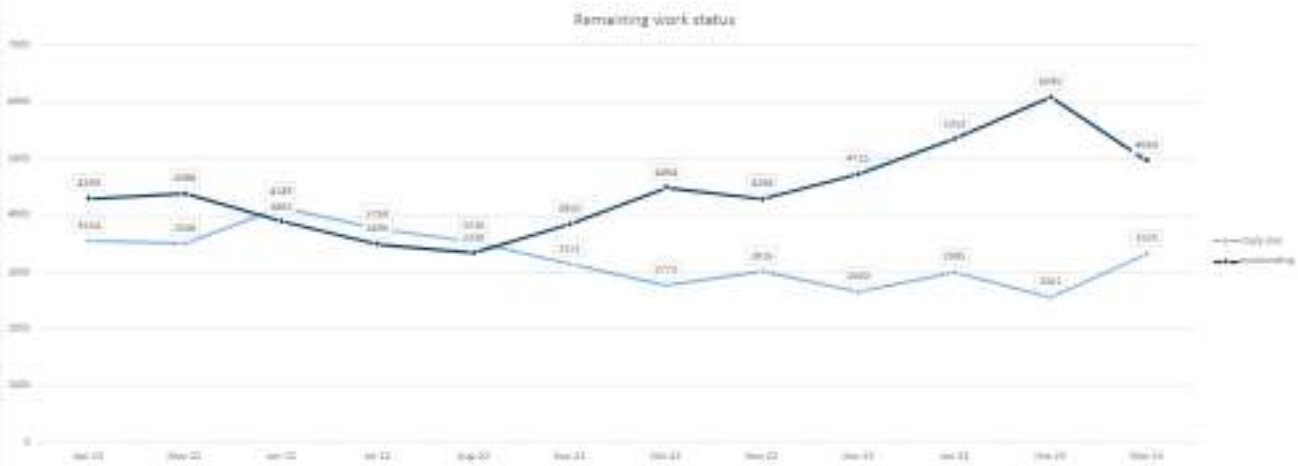
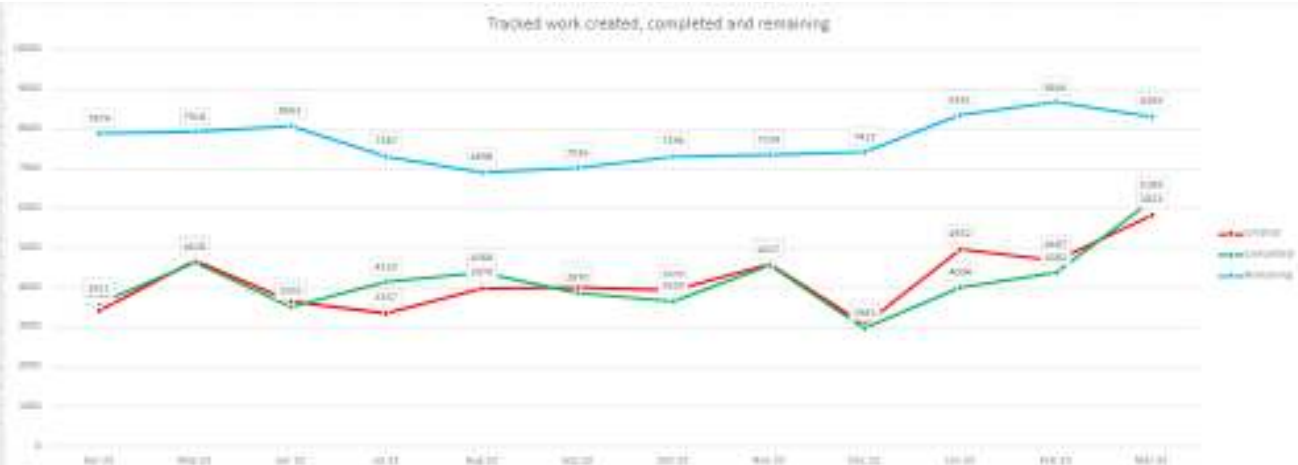
		Period 1		Period 2		
PRIORITY CASE TYPE		in target	%	in target	%	DIFFERENCE
high	CHANGES	436	96.2%	546	98.9%	2.7%
high	COMPLAINT/IDRPMEM	32	100.0%	43	100.0%	0.0%
high	COMPLAINT/IDRPEMP	2	100.0%	1	100.0%	0.0%
high	DEATH	234	78.5%	315	78.9%	0.4%
high	DEFERRED OVER 55	305	84.5%	325	86.0%	1.5%
high	PAYROLL	723	98.0%	709	97.3%	-0.7%
high	REFUND	155	100.0%	1008	99.9%	-0.1%
high	RETRACT	477	91.0%	434	85.3%	-5.8%
high	RETPB	523	94.4%	720	92.8%	-1.6%
med	AMALGAMATIONS	664	68.3%	500	70.0%	1.7%
med	DEFERRED	855	75.1%	1350	77.5%	2.3%
med	DIVORCE	77	90.6%	71	92.2%	1.6%
med	EMPLOYER QUERIES	390	81.9%	490	81.9%	0.0%
med	ESTBULK	0		0		0.0%
med	ESTEMP	12	100.0%	34	100.0%	0.0%
med	ESTMEMB	44	93.6%	73	97.3%	3.7%
med	GEN	1074	99.6%	1366	99.7%	0.1%
med	HMRC	54	100.0%	16	94.1%	-5.9%
med	MSS	1206	100.0%	1600	100.0%	0.0%
med	PFINJURY	0		0		0.0%
low	ESTOTHER	61	96.8%	53	93.0%	-3.8%
low	GMP ACTIVE/DEFERRED	15	100.0%	26	100.0%	0.0%
low	INTERFUND IN	96	86.5%	94	85.5%	-1.0%
low	INTERFUND OUT	52	69.3%	102	82.9%	13.6%
low	PENSION TOP UP	145	99.3%	121	97.6%	-1.7%
low	REFUNDSFROZ	816	78.0%	1184	92.1%	14.1%
low	STARTERS	0		0		0.0%
low	TVIN	103	92.8%	94	95.9%	3.1%
low	TVOUT	86	92.5%	68	88.3%	-4.2%
Total		8637	87.7%	11343	90.6%	2.8%

Variance in performance when compared to previous 12-month period:

		Period 1		Period 2		
PRIORITY CASE TYPE		in target	%	in target	%	DIFFERENCE
high	CHANGES	2007	99.9%	2170	98.7%	-1.1%
high	COMPLAINT/IDRPMEM	111	100.0%	139	100.0%	0.0%
high	COMPLAINT/IDRPEMP	7	100.0%	8	100.0%	0.0%
high	DEATH	1138	89.7%	1099	78.4%	-11.2%
high	DEFERRED OVER 55	1273	91.2%	1173	84.9%	-6.3%
high	PAYROLL	2815	99.3%	2808	96.7%	-2.6%
high	REFUND	911	99.8%	2067	99.8%	0.0%
high	RETRACT	1694	88.8%	1722	90.0%	1.1%
high	RETPB	2507	82.1%	2579	91.4%	9.3%
med	AMALGAMATIONS	2357	77.6%	2206	62.1%	-15.5%
med	DEFERRED	2759	63.1%	4072	64.8%	1.7%
med	DIVORCE	236	81.7%	262	88.8%	7.2%
med	EMPLOYER QUERIES	1332	52.1%	1632	73.5%	21.4%
med	ESTBULK	0		0		0.0%
med	ESTEMP	86	94.5%	121	100.0%	5.5%
med	ESTMEMB	225	83.3%	249	94.3%	11.0%
med	GEN	2505	97.4%	3592	99.4%	2.0%
med	HMRC	139	100.0%	108	99.1%	-0.9%
med	MSS	5957	100.0%	5880	100.0%	0.0%
med	PFINJURY	0		0		0.0%
low	ESTOTHER	74	57.4%	235	75.1%	17.7%
low	GMP ACTIVE/DEFERRED	13	100.0%	49	100.0%	0.0%
low	INTERFUND IN	271	76.3%	381	80.9%	4.6%
low	INTERFUND OUT	242	84.0%	266	72.9%	-11.2%
low	PENSION TOP UP	282	94.6%	652	98.5%	3.9%
low	REFUNDSFROZ	3011	92.2%	3386	85.0%	-7.2%
low	STARTERS	1	100.0%	4	100.0%	0.0%
low	TVIN	278	85.0%	466	94.7%	9.7%
low	TVOUT	191	82.0%	361	76.0%	-6.0%
Total		32422	86.0%	37687	85.7%	-0.3%

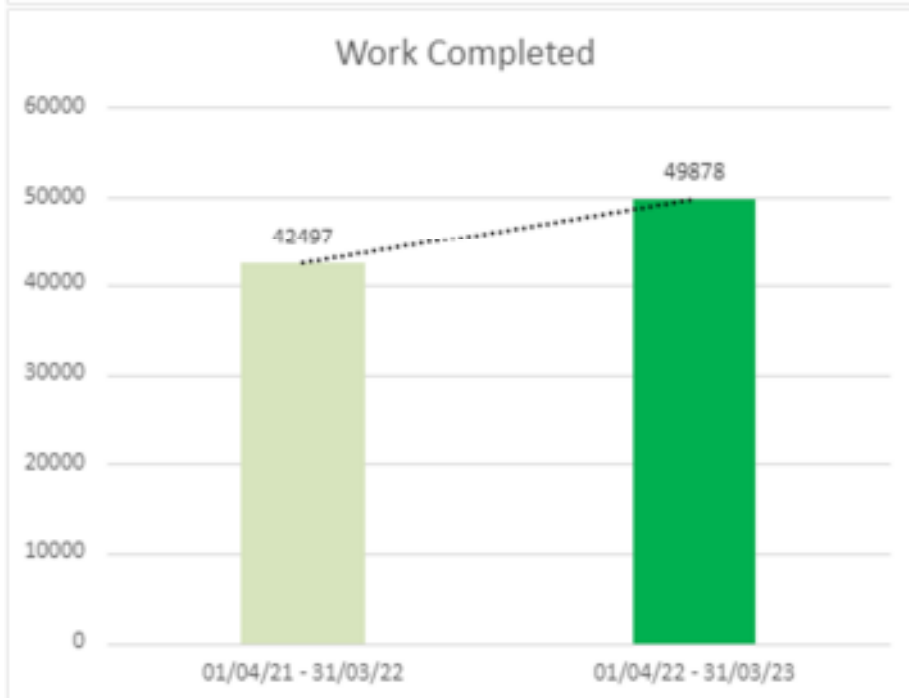
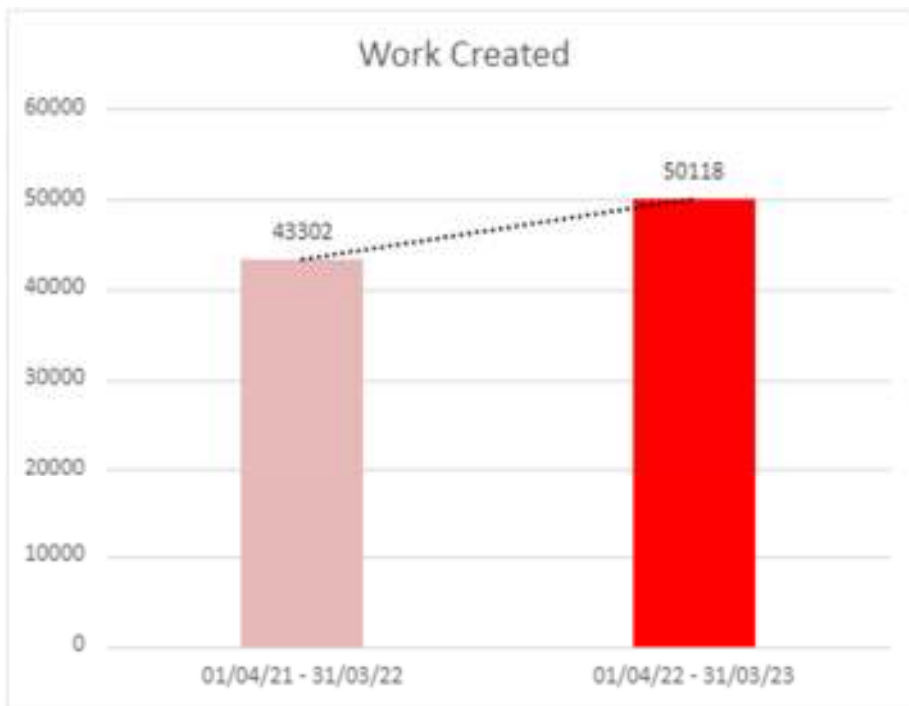
Appendix 2

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Mar-23	5822	6189	106.30%	8299	3325	4969



**Work received 12 month rolling period 1 April 2022 to 31 March 2023
(against same period for previous financial year)**

from	to	Work Created	Work Completed
01/04/2021	31/03/2022	43302	42497
01/04/2022	31/03/2023	50118	49878



Increase or decrease of type of work created within period 1st April 2022 to 31 March 2023 against same period for previous financial year.

(Increase shown in red, decrease shown in green)

