

## **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 30 June 2023 was 91% (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.
- 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 15 compliments between 1 April 2023 and 30 June 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 30 June 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 since April 2022.

In addition, a further chart, as requested by the Board, has been included to highlight the variants in performance when compared with the previous quarter.

2.6 ~~OBJ~~ Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Devon Pension Fund only) for this financial year from 1<sup>st</sup> July 2022 to 30 June 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:

Legislation published in July 2023: [The Public Service Pensions and Judicial Offices Act 2022](#)

Peninsula Pensions have staff resource allocated to work on the McCloud remedy when required and are in a good position with regards to the data preparation that was essential in advance of the remedy. One of the Technical & Training Officers on the team is leading the project and is working with DLUHC as part of the 'Statutory Guidance working group', which will support the drafting of the new guidance for administrators. We are therefore confident that we will be able to have input and interpret the legislation as intended/accordingly.

#### Recruitment:

For information, following a successful recruitment exercise, Peninsula Pensions are now fully resourced with all new recruits in training currently.

### **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 – 01/04/2023 to 30/06/2023 (Devon Pension Fund)

	Total Cases	Success Rate
High Priority Procedures	3325	94%
Medium Priority Procedures	5992	89%
Low Priority Procedures	1219	95%
	<b>10536</b>	<b>91%</b>

## High Priority

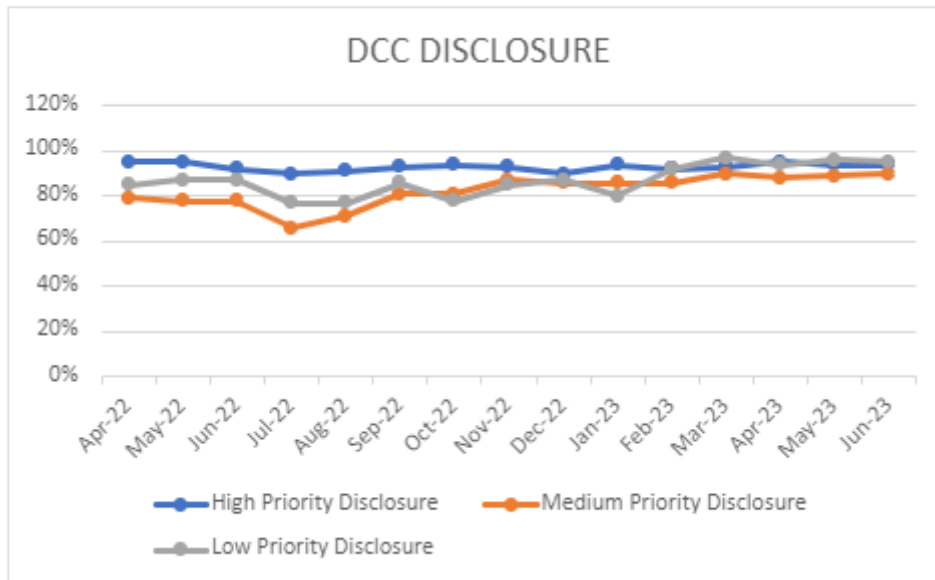
	Total Cases	Success Rate
CHANGES	333	97%
COMPLAINT/IDRPMEM	22	100%
COMPLAINT/IDRPEMP	1	100%
DEATH	390	79%
DEFERRED OVER 55	348	96%
PAYROLL	783	98%
REFUND	236	100%
RETACT	390	95%
RETPB	822	93%
<b>TOTAL</b>	<b>3325</b>	<b>94%</b>

## Medium Priority

	Total Cases	Success Rate
AMALGAMATIONS	1158	82%
DEFERRED	1410	72%
DIVORCE	29	83%
EMPLOYER QUERIES	257	78%
ESTBULK	0	-
ESTEMP	120	100%
ESTMEMB	61	100%
GEN	1428	100%
HMRC	21	90%
MSS	1508	100%
<b>TOTAL</b>	<b>5992</b>	<b>89%</b>

**Low Priority**

ESTOTHER	51	100%
GMP ACTIVE/DEFERRED	14	100%
INTERFUND IN	98	95%
INTERFUND OUT	64	77%
PENSION TOP UP	124	97%
REFUNDSFROZ	707	95%
STARTERS	0	-
TVIN	97	96%
TVOUT	64	100%
<b>TOTAL</b>	<b>1219</b>	<b>95%</b>



Variance in performance when compared to previous quarter:

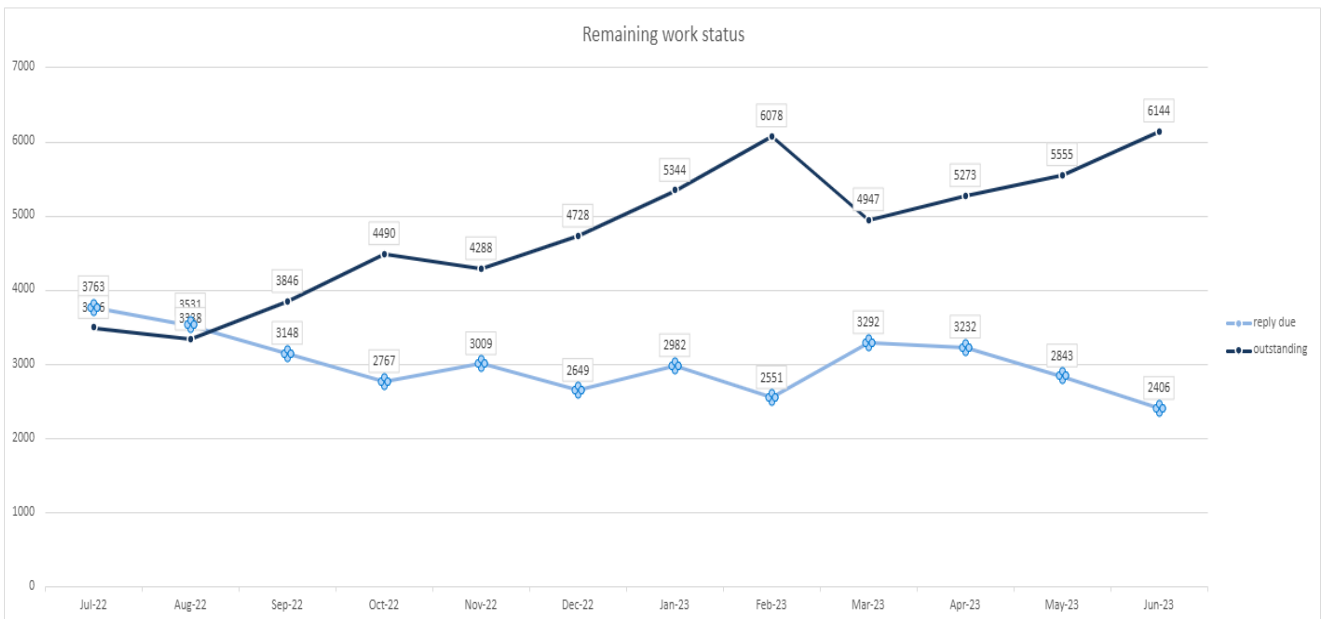
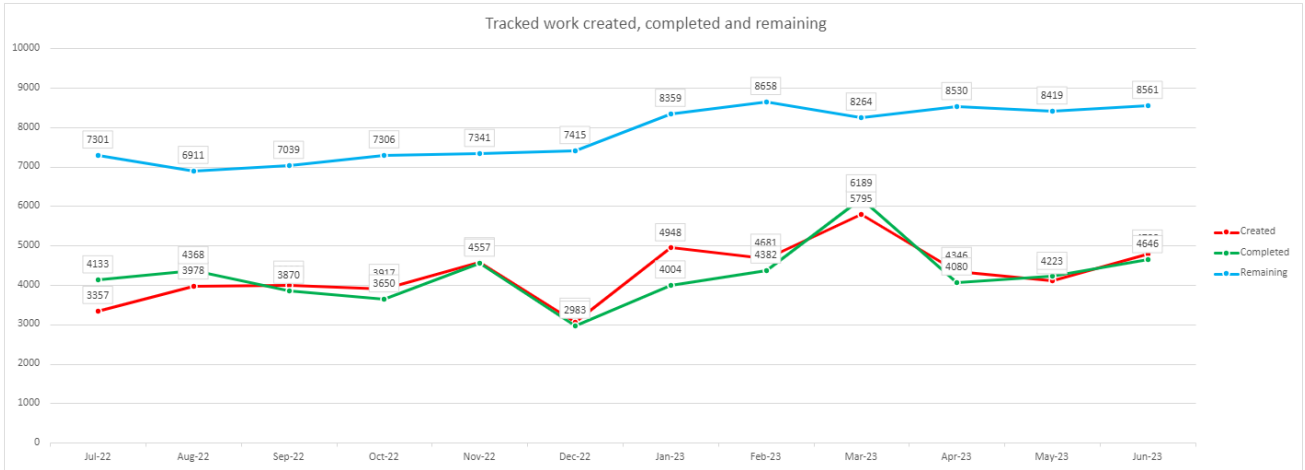
Performance report						
Case breakdown		Period 1		Period 2		
PRIORITY case		in target	%	in target	%	DIFFERENCE
high	CHANGES	546	98.9%	324	97.3%	-1.6%
high	COMPLAINT/IDRPMEM	43	100.0%	22	100.0%	0.0%
high	COMPLAINT/IDRPEMP	1	100.0%	1	100.0%	0.0%
high	DEATH	315	78.9%	308	79.0%	0.0%
high	DEFERRED OVER 55	325	86.0%	335	96.3%	10.3%
high	PAYROLL	709	97.3%	769	98.2%	1.0%
high	REFUND	1008	99.9%	236	100.0%	0.1%
high	RETRACT	434	85.3%	372	95.4%	10.1%
high	RETPB	720	92.8%	767	93.3%	0.5%
med	AMALGAMATIONS	500	70.0%	949	82.0%	11.9%
med	DEFERRED	1350	77.5%	1016	72.1%	-5.4%
med	DIVORCE	71	92.2%	24	82.8%	-9.4%
med	EMPLOYER QUERIES	490	81.9%	200	77.8%	-4.1%
med	ESTBULK	0		0		0.0%
med	ESTEMP	34	100.0%	120	100.0%	0.0%
med	ESTMEMB	73	97.3%	61	100.0%	2.7%
med	GEN	1366	99.7%	1423	99.6%	-0.1%
med	HMRC	16	94.1%	19	90.5%	-3.6%
med	MSS	1600	100.0%	1507	99.9%	-0.1%
med	PFINJURY	0		0		0.0%
low	ESTOTHER	53	93.0%	51	100.0%	7.0%
low	GMP ACTIVE/DEFERRED	26	100.0%	14	100.0%	0.0%
low	INTERFUND IN	94	85.5%	93	94.9%	9.4%
low	INTERFUND OUT	102	82.9%	49	76.6%	-6.4%
low	PENSION TOP UP	121	97.6%	120	96.8%	-0.8%
low	REFUNDSFROZ	1184	92.1%	673	95.2%	3.1%
low	STARTERS	0		0		0.0%
low	TVIN	94	95.9%	93	95.9%	0.0%
low	TVOUT	68	88.3%	64	100.0%	11.7%
	<b>Total</b>	<b>11343</b>	<b>90.6%</b>	<b>9610</b>	<b>91.2%</b>	<b>0.6%</b>

Period 1: 01/01/2023 to 31/03/2023

Period 2: 01/04/2023 to 30/06/2023

# Appendix 2

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Jun-23	4788	4646	97.03%	8561	2406	6144



**Work received 12 month rolling period 1 July 2022 to 30 June 2023  
(against same period for previous financial year)**

from	to	Work Created	Work Completed
01/07/2021	30/06/2022	44344	44031
01/07/2022	30/06/2023	51569	51085

