

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.
- 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 31st December 2023 was 92% (95% 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, alongside reviewing the Pension Administration Strategy.
- 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 a further improvement in performance.
- 2.4 The team received a total of 26 compliments between 1 October 2023 and 31 December 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 December 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, highlights the variants in performance when compared with the previous quarter.

- 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 January 2023 to 31 December 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:

[The McCloud Remedy: LGPS \(lgpsmember.org\)](https://www.lgpsmember.org)

Peninsula Pensions continue to work on the implementation of the remedy accordingly and liaise with software providers as required.

Review of Pension Administration Strategy:

The above Strategy was approved by the Devon County Council Investment and Pension Fund Committee on 1st March 2024, effective from 1st April 2024.

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 – 01/10/2023 to 31/12/2023 (Devon Pension Fund)

	Total Cases	Success Rate
HIGH PRIORITY PROCEDURES	3137	95%
MEDIUM PRIORITY PROCEDURES	4962	92%
LOW PRIORITY PROCEDURES	1585	85%
	9684	92%

High Priority

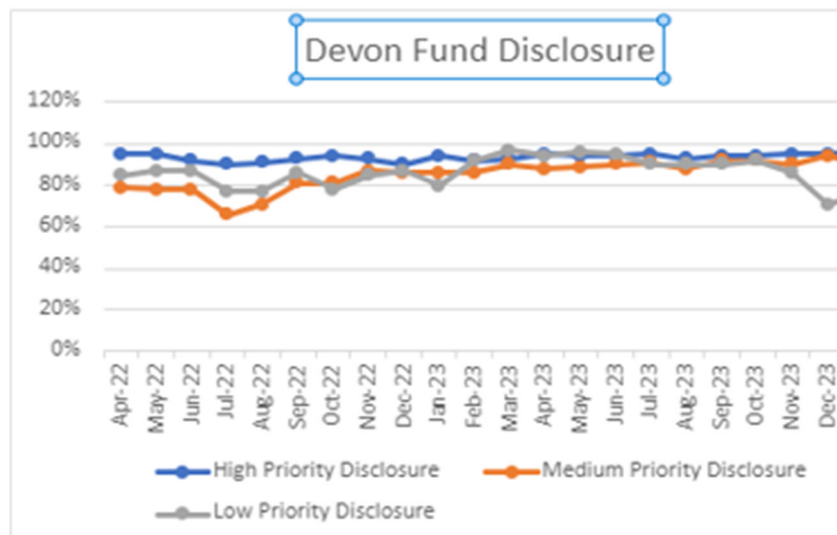
CHANGES	232	98%
COMPLAINTS (First instance)*	17	100%
COMPLAINTS (Stage 1 IDR)*	4	100%
COMPLAINTS (Stage 2 IDR)*	0	-
DEATH	406	83%
DEFERRED OVER 55	371	99%
PAYROLL	693	95%
REFUND	19	100%
RETRACT	593	96%
RETPB	802	96%
TOTAL	3137	95%

Medium Priority

AMALGAMATIONS	1125	78%
DEFERRED	1362	90%
DIVORCE	46	96%
EMPLOYER QUERIES	93	89%
ESTBULK	0	
ESTEMP	61	100%
ESTMEMB	68	99%
GEN	945	100%
HMRC	135	100%
MSS	1127	100%
TOTAL	4962	92%

Low Priority

ESTOTHER	76	82%
GMP ACTIVE/DEFERRED	15	100%
INTERFUND IN	89	90%
INTERFUND OUT	91	79%
PENSION TOP UP	149	100%
REFUNDSFROZ	926	81%
STARTERS	0 -	
TVIN	167	94%
TVOUT	72	96%
TOTAL	1585	85%



* **Complaints:** These are broken down into 3 categories:

First instance complaints – these are ‘informal’ member complaints with the aim of resolving prior to Internal Dispute Resolution Procedure (IDRP) – these are mainly generated by members via the online portal.

IDRP stage 1 (administrative or individual employer decisions)

IDRP Stage 2 Panel where member unhappy with Stage 1 determination

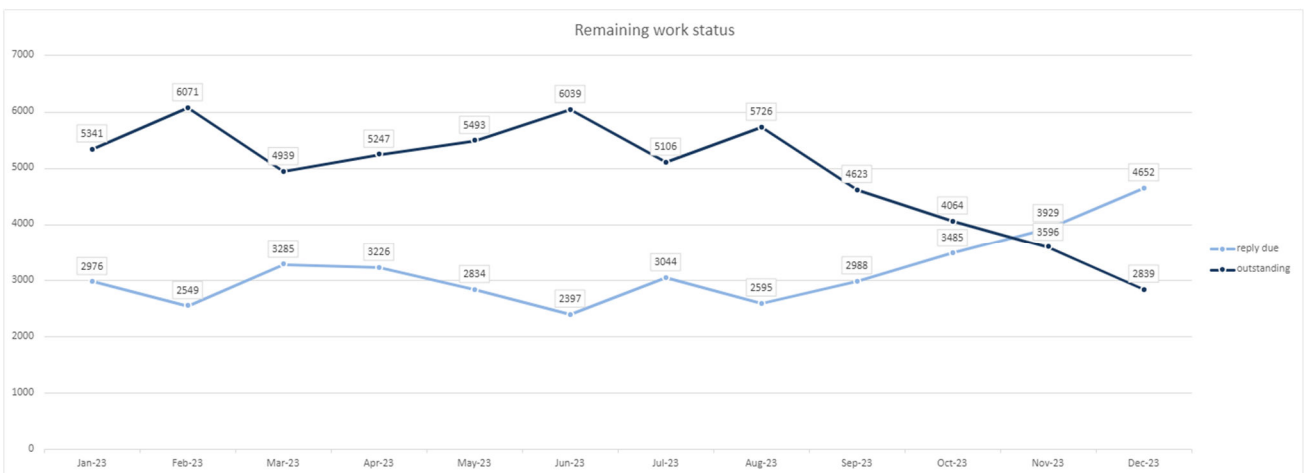
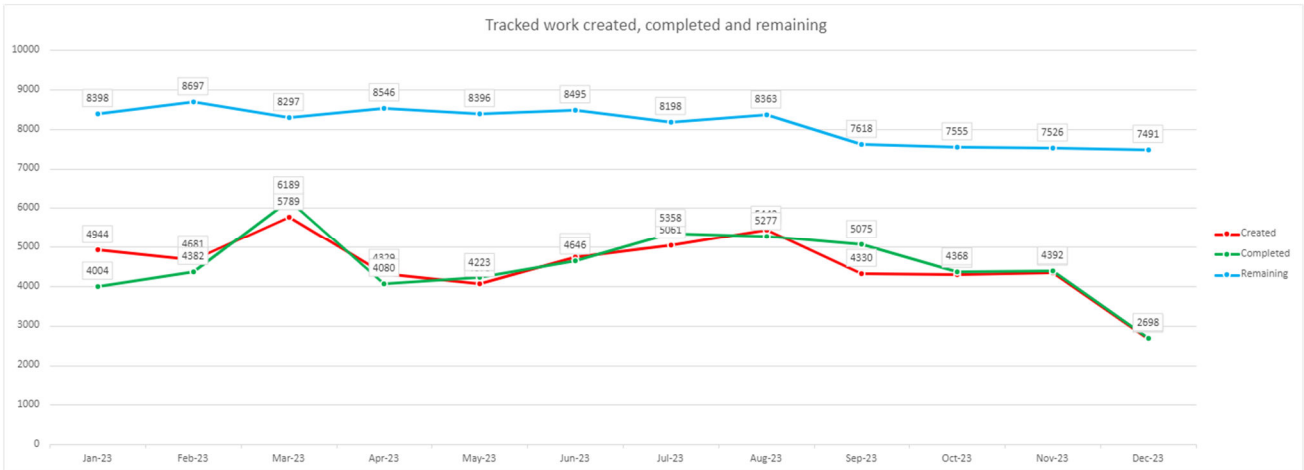
Variance in performance when compared to previous quarter:

Performance report

Case breakdown		Period 1		Period 2			Period 1: 01/07/2023 to 30/09/2023
PRIORITY	Case	in target	%	in target	%	DIFFERENCE	Period 2: 01/10/2023 to 31/12/2023
high	CHANGES	338	99.7%	227	97.8%	-1.9%	
high	COMPLAINT/IDRPMEM	35	97.1%	17	100.0%	2.9%	
high	COMPLAINT/IDRPEMP	4	50.0%	4	100.0%	50.0%	
high	DEATH	293	74.7%	339	83.5%	8.8%	
high	DEFERRED OVER 55	431	96.4%	368	99.2%	2.8%	
high	PAYROLL	884	97.1%	656	94.7%	-2.5%	
high	REFUND	82	95.3%	19	100.0%	4.7%	
high	RETRACT	405	93.3%	569	96.0%	2.6%	
high	RETPB	867	95.3%	771	96.1%	0.9%	
med	AMALGAMATIONS	936	83.5%	876	77.9%	-5.6%	
med	DEFERRED	1880	84.0%	1226	90.0%	6.0%	
med	DIVORCE	97	85.1%	44	95.7%	10.6%	
med	EMPLOYER QUERIES	208	86.0%	83	89.2%	3.3%	
med	ESTBULK	0		0		0.0%	
med	ESTEMP	69	100.0%	61	100.0%	0.0%	
med	ESTMEMB	57	90.5%	67	98.5%	8.1%	
med	GEN	1322	99.1%	943	99.8%	0.7%	
med	HMRC	50	98.0%	135	100.0%	2.0%	
med	MSS	1343	99.9%	1127	100.0%	0.1%	
med	PFINJURY	0		0		0.0%	
low	ESTOTHER	55	79.7%	62	81.6%	1.9%	
low	GMP ACTIVE/DEFERRED	11	100.0%	15	100.0%	0.0%	
low	INTERFUND IN	94	86.2%	80	89.9%	3.6%	
low	INTERFUND OUT	98	82.4%	72	79.1%	-3.2%	
low	PENSION TOP UP	129	97.0%	149	100.0%	3.0%	
low	REFUNDSFROZ	897	90.4%	747	80.7%	-9.8%	
low	STARTERS	0		0		0.0%	
low	TVIN	199	92.6%	157	94.0%	1.5%	
low	TVOUT	110	91.7%	69	95.8%	4.2%	
	Total	10894	91.5%	8883	91.7%	0.2%	

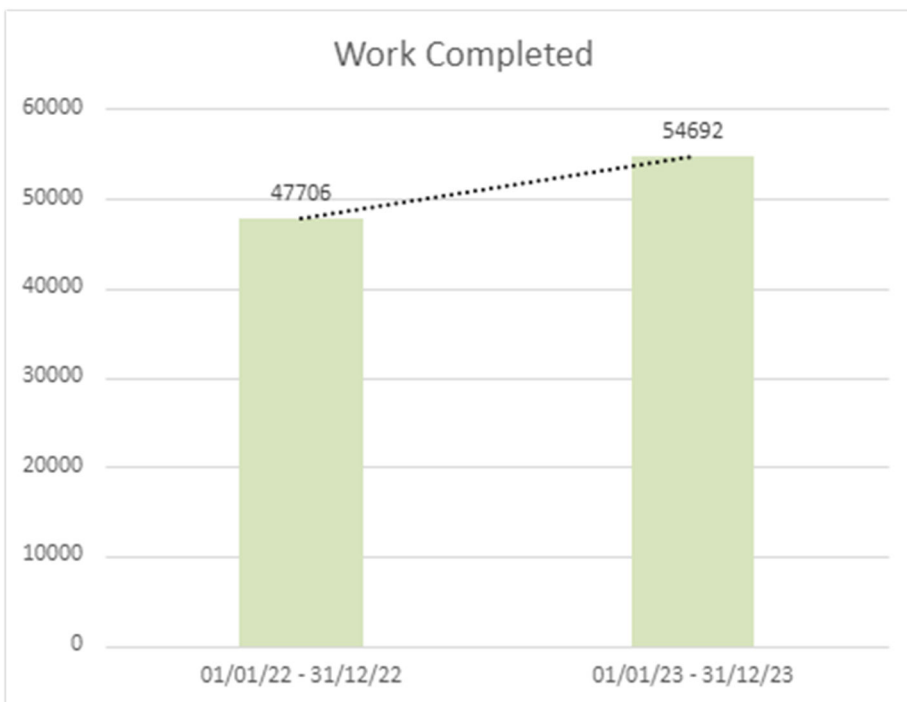
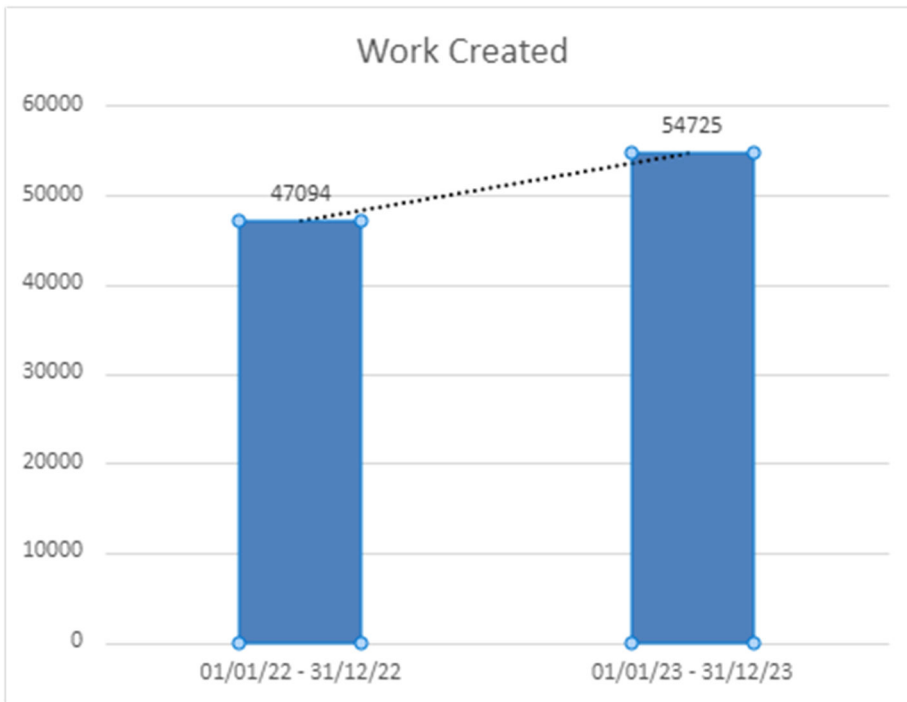
Appendix 2

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Dec-23	2663	2698	101.31%	7491	4652	2839



**Work received 12 month rolling period 1 January 2023 to 31 December 2023
(against same period for previous financial year)**

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/01/2022	31/12/2022	47094	47706	7653
01/01/2023	31/12/2023	54725	54692	8132



Increase or decrease of type of work created within period 1st January 2023 to 31 December 2023 against same period for previous financial year.
 (Increase shown in red, decrease shown in green)

