

PENINSULA PENSIONS PERFORMANCE REPORT

Report of the County Treasurer

<p>Recommendation; The board note the report and actions being undertaken by officers to ensure compliance and best practice.</p>
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1. Introduction

- 1.1 Our main service standard is to complete 90% of work within 10 working days once all necessary information has been received. This is monitored every month through our task management system (TMS) which is an in-house performance tool within our pension database.
- 1.2 We also participate in the CIPFA Benchmarking Club which provides a yearly comparison of performance with other LGPS administration services. Approximately 50 LGPS Funds take part each year.

2. Team Performance

- 2.1 2014/15 the team issued 88% of work within target, though backlogs of work in some areas were building up. In 2015/16 the team issued 71% of work within target seeing a reduction; however, there was a backlog of 11000 Deferred Benefit calculations which was cleared during this period.
- 2.2 The performance target for 2016/17 is to improve on last year's performance and see a continued reduction in the backlogs. As at 31 August 2015 there were 17706 outstanding cases with 10740 over 10 days old, the 31 August 2016 sees a reduction on both these figures by 20% and 28% respectively to a total of 14351 outstanding tasks with 6697 cases over 10 days old.
- 2.3 As requested by the Board the table in Annexe A shows performance relating to the Devon Fund only for this financial year.
- 2.4 Written Complaints received in the last 12 months total 15, majority that go through to the Internal Dispute Procedure relate to members unhappy with the ill health tier given. Other complaints have stemmed from delay in information being provided.
- 2.5 Recorded compliments ranging from individual team members being thanked for dealing with members both professionally and efficiently, and appreciation of talks provided by us to members
- 2.6 The majority of annual benefit statements for active and preserved members issued by 31 August 2016 with letters being sent to those we could not do informing them of delay.
- 2.7 End of Year processes completed and data sent to actuary for fund valuation.

3. CIPFA Benchmarking

- 3.1 Data is collected annually in various areas including membership analysis, Employer analysis, quotations and charges, costs and administration performance.

This enables informed comparisons to be made of the net cost per member, payroll cost per pensioner, number of members per admin FTE and also highlights differences of approach.

We are currently awaiting the results for 2015/16.

4. Actions Implemented

- 4.1 Following the completion of the preserved benefit backlog we were granted permission to extend the temporary staff and they started work on the amalgamation backlog.
- 4.2 An Audit of the amalgamation processes and team set up occurred in September and we are currently awaiting the final report and will feed back appropriately.
- 4.3 We have discussed working practices regarding amalgamations, transfers and LGPS interfunds with south west colleagues, looking at ways to streamline whilst meeting the scheme members requirements.
- 4.4 The End of Year process showed an anomaly of leaver cases that were not on the task management system, relating to leaving dates pre 1 April 2015. Work is currently under way to investigate these cases and to ensure this does not reoccur.
- 4.5 Charlotte Thompson, The Head of Peninsula Pensions is currently reviewing resource levels and will report her findings to Stephen Morton (SCC) and Chris Phillips (DCC) at the next shared service meeting.

5. Conclusion

- 5.1 There are continuing challenges for the Peninsula Pension management team going forward to ensure a similar situation to 4.4 does not reoccur. However despite concerns over resourcing levels we have maintained performance whilst managing to reduce the backlog by 20% and cases older than 10 days by 28%.

Mary Davis
Electoral Divisions: All
Local Government Act 1972
List of background papers – Nil
Contact for enquiries – Shirley Cuthbert
Telephone number 01392 383000

Summary April 16 to Aug 16 Devon Pension Fund

COMPLETED

	Within Target	Over Target	Total	Success Rate
Priority Procedures	1964	649	2613	75%
Non-Priority Procedures	8992	1903	10895	83%

Priority

	Within Target	Over Target	Total	Success Rate
DEATH	295	99	394	75%
EMPLOYER ESTIMATES	130	20	150	87%
GENERAL ENQUIRIES	857	63	920	93%
ACTUAL RETIREMENTS	307	322	629	49%
RETIREMENT FROM DEF.	375	145	520	72%
	1964	649	2613	75%

Non-Priority

	Within Target	Over Target	Total	Success Rate
AMALGAM	127	143	270	47%
AVC	334	62	396	84%
DEFERRED	1053	590	1643	64%
DIVORCE	104	24	128	81%
FROZEN	718	50	768	93%
NON PRIORITY ENQUIRIES	4015	292	4307	93%
PAYROLL	1215	60	1275	95%
PFRETEST	0	0	0	-
REFUNDS	355	45	400	89%
RETEST	794	412	1206	66%
STARTERS	69	3	72	96%
TRANSFER VALUES IN	129	153	282	46%
TRANSFER VALUES OUT	79	69	148	53%
	8992	1903	10895	83%

OUTSTANDING TASKS

Priority

	Total	Reply due	Outstanding
Death	92	74	18
Employer Estimates	6	1	5
Priority General	112	40	72
Pb retirements	64	38	26
LGPS Retirements	239	126	113
	513	279	234

Non Priority

	Total	Reply due	Outstanding
AVC	93	66	27
Amalgamations	2801	582	2219
Deferred Inc Recalcs	941	519	422
Divorce	13	8	5
NP General	415	265	150
Payroll	45	27	18
Actual Refunds	25	17	8
Frozen Refunds	221	165	56
Ret estimates	211	94	117
Starters	4	3	1
Transfer Values In	176	95	81
Transfer Values Out	157	86	71
	5102	1927	3175