

DFP/24/81
Devon Pension Board
15th July 2024

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 administration 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 March 2024 was 91% (96% 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 implementation of the revised Pension Administration Strategy from April 2024 should now help with the areas relating to individual Employer underperformance.
- 2.3 The team have 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 41 compliments between 1 January 2024 and 31 March 2024.
- 2.5 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Devon Pension Fund only, for both the quarter ending 31 March 2024 and the full year 1st April 2023 – 31st March 2024, 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 April 2023 to 31 March 2024. 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.

The Pension Regulator annual returns ~ completed January 2024

2023 data quality score included:

Common data score: 96.1% (95.8% 2022)

Scheme-specific data score: 97.38% (97.07% 2022)

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 – 01/01/2024 to 31/03/2024 (Devon Pension Fund)

	Total Cases	Success Rate
HIGH PRIORITY PROCEDURES	3811	96%
MEDIUM PRIORITY PROCEDURES	5277	92%
LOW PRIORITY PROCEDURES	1590	74%
	10678	91%

High Priority

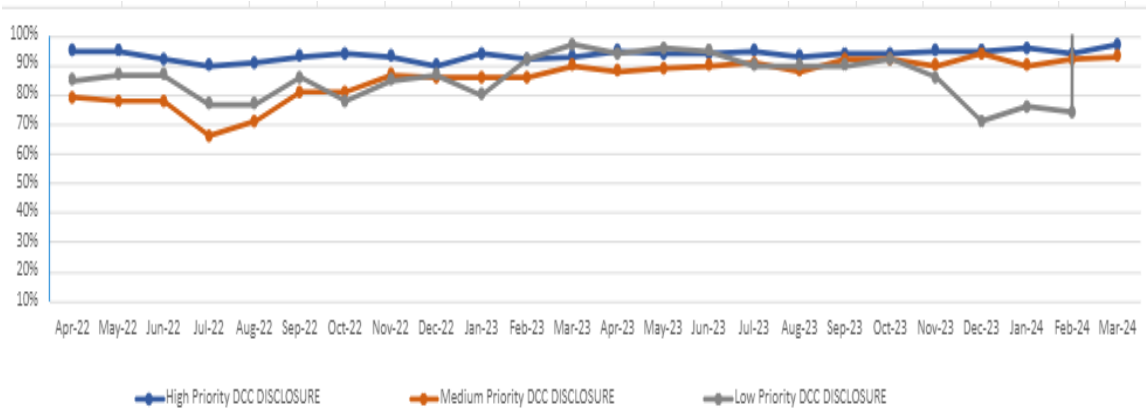
CHANGES	298	97%
COMPLAINTS (First instance)*	13	100%
COMPLAINTS (Stage 1 IDRP)*	5	100%
COMPLAINTS (Stage 2 IDRP)*	4	100%
DEATH	461	87%
DEFERRED OVER 55	300	99%
PAYROLL	718	96%
REFUND	718	100%
REACT	454	98%
RETPB	840	96%
TOTAL	3811	96%

Medium Priority

AMALGAMATIONS	789	59%
DEFERRED	1199	91%
DIVORCE	72	97%
EMPLOYER QUERIES	209	95%
ESTBULK	0	-
ESTEMP	98	100%
ESTMEMB	50	100%
GEN	1332	100%
HMRC	18	100%
MSS	1510	100%
TOTAL	5277	92%

Low Priority

ESTOTHER	45	89%
GMP ACTIVE/DEFERRED	8	100%
INTERFUND IN	70	87%
INTERFUND OUT	155	83%
PENSION TOP UP	195	99%
REFUNDSFROZ	858	58%
STARTERS	0 -	
TVIN	172	95%
TVOUT	87	97%
TOTAL	1590	74%



* **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

Administration Performance – 01/04/2023 to 31/03/2024 (Devon Pension Fund)

	Total Cases	Success Rate
HIGH PRIORITY PROCEDURES	13814	95%
MEDIUM PRIORITY PROCEDURES	22811	90%
LOW PRIORITY PROCEDURES	6131	85%
	42756	91%

High Priority

	Total Cases	Success Rate
CHANGES	1200	98%
COMPLAINTS (First instance)*	83	100%
COMPLAINTS (Stage 1 IDR)*	17	82%
COMPLAINTS (Stage 2 IDR)*	6	83%
DEATH	1646	80%
DEFERRED OVER 55	1463	98%
PAYROLL	3105	97%
REFUND	1058	100%
RETRACT	1868	95%
RETPB	3368	95%
TOTAL	13814	95%

Medium Priority

	Total Cases	Success Rate
AMALGAMATIONS	4196	76%
DEFERRED	6212	84%
DIVORCE	261	89%
EMPLOYER QUERIES	801	86%
ESTBULK	0	-
ESTEMP	350	100%
ESTMEMB	241	96%
GEN	5035	99%
HMRC	227	99%
MSS	5488	100%
TOTAL	22811	90%

Low Priority

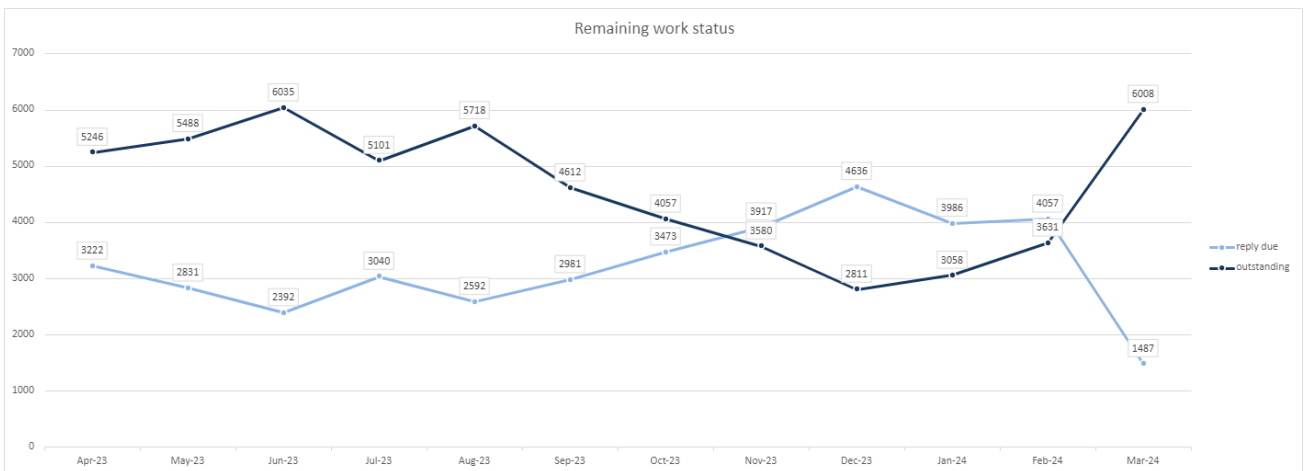
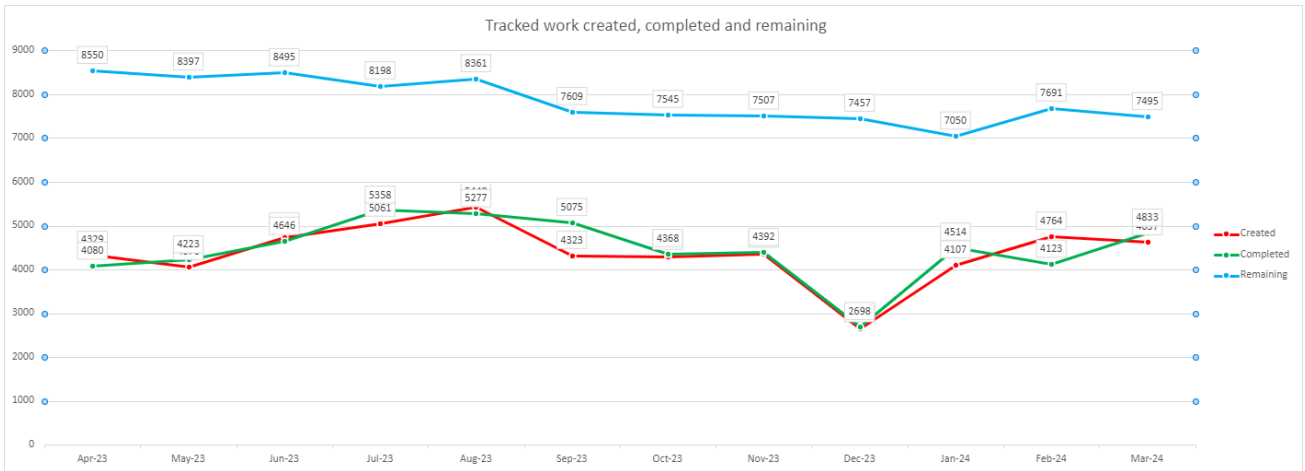
ESTOTHER	241	86%
GMP ACTIVE/DEFERRED	47	100%
INTERFUND IN	365	89%
INTERFUND OUT	417	81%
PENSION TOP UP	599	98%
REFUNDSFROZ	3474	80%
STARTERS	0 -	
TVIN	649	94%
TVOUT	339	95%
TOTAL	6131	85%

Variance in performance when compared to previous quarter:

Performance report						
Case breakdown		Period 1		Period 2		
PRIORITY CASE	case	in target	%	in target	%	DIFFERENCE
high	CHANGES	227	97.8%	289	97.0%	-0.9%
high	COMPLAINT/IDRPMEM	35	97.1%	17	100.0%	2.9%
high	COMPLAINT/IDRPEMP	4	50.0%	4	100.0%	50.0%
high	DEATH	339	83.5%	399	86.6%	3.1%
high	DEFERRED OVER 55	368	99.2%	298	99.3%	0.1%
high	PAYROLL	656	94.7%	690	96.1%	1.4%
high	REFUND	19	100.0%	717	99.9%	-0.1%
high	RETRACT	569	96.0%	445	98.0%	2.1%
high	RETPB	771	96.1%	805	95.8%	-0.3%
med	AMALGAMATIONS	876	77.9%	462	58.6%	-19.3%
med	DEFERRED	1226	90.0%	1095	91.3%	1.3%
med	DIVORCE	44	95.7%	70	97.2%	1.6%
med	EMPLOYER QUERIES	83	89.2%	199	95.2%	6.0%
med	ESTBULK	0		0		0.0%
med	ESTEMP	61	100.0%	98	100.0%	0.0%
med	ESTMEMB	67	98.5%	50	100.0%	1.5%
med	GEN	943	99.8%	1330	99.8%	0.1%
med	HMRC	135	100.0%	18	100.0%	0.0%
med	MSS	1127	100.0%	1510	100.0%	0.0%
med	PFINJURY	0		0		0.0%
low	ESTOTHER	62	81.6%	40	88.9%	7.3%
low	GMP ACTIVE/DEFERRED	15	100.0%	8	100.0%	0.0%
low	INTERFUND IN	80	89.9%	61	87.1%	-2.7%
low	INTERFUND OUT	72	79.1%	129	83.2%	4.1%
low	PENSION TOP UP	149	100.0%	193	99.0%	-1.0%
low	REFUNDSFROZ	747	80.7%	496	57.8%	-22.9%
low	STARTERS	0		0		0.0%
low	TVIN	157	94.0%	163	94.8%	0.8%
low	TVOUT	69	95.8%	84	96.6%	0.7%
	Total	8901	91.7%	9670	90.6%	-1.2%

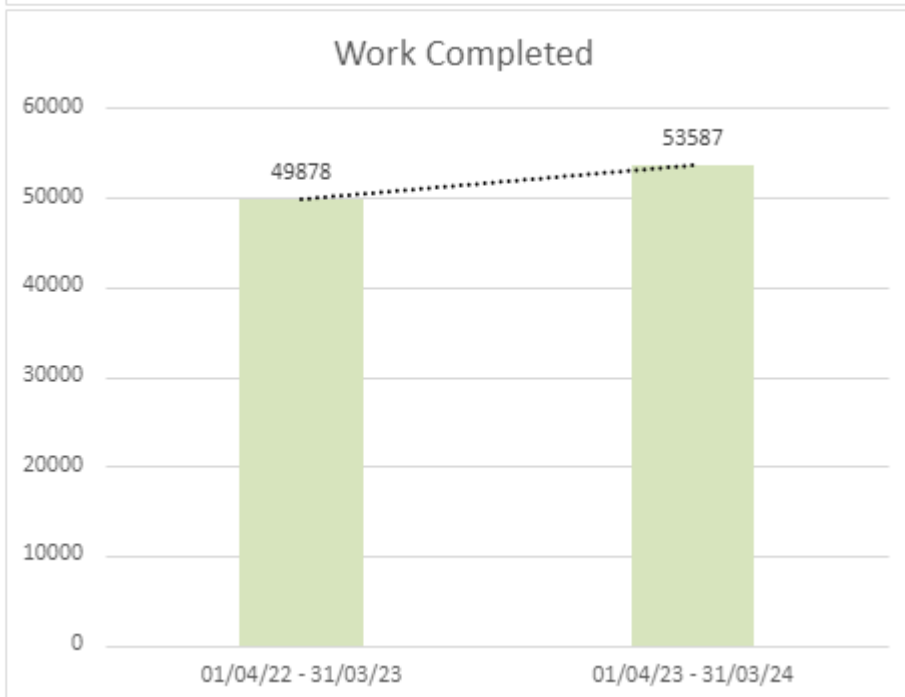
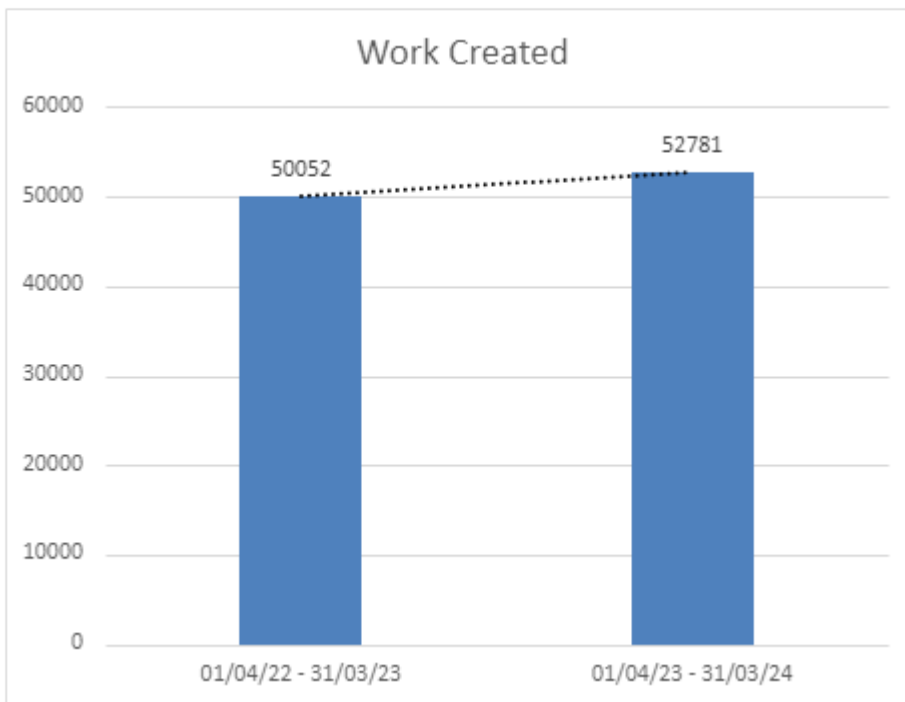
Appendix 2

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Mar-24	4637	4833	104.23%	7495	1487	6008



**Work received 12 month rolling period 1 April 2023 to 31 March 2024
(against same period for previous financial year)**

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/04/2022	31/03/2023	50052	49878	7757
01/04/2023	31/03/2024	52781	53587	7863



Increase or decrease of type of work created within period 1st April 2023 to 31 March 2024 against same period for previous financial year.
 (Increase shown in red, decrease shown in green)

