

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 Committee before taking effect.

1) Recommendation

That the Committee be asked to note the report

2) INTRODUCTION

- 2.1 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. In addition there are some internal targets outlined within the [Pension Administration Strategy](#) which the team aim to achieve.
- 2.2 Performance targets are monitored on a monthly basis via a task management system and reporting tool within the pension administration database.

3) TEAM PERFORMANCE

- 3.1 Total performance against the Occupational and Personal Pension Schemes (Disclosure of information) Regulations 2013 for the quarter ending 30th September 2024 was 90% (95% for High Priority procedures).
- 3.2 The implementation of the revised Pension Administration Strategy from April 2024 should now help with the areas relating to individual Employer underperformance.
- 3.3 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.

- 3.4 The team recorded a total of 16 compliments received between 1 July 2024 and 30 September 2024.
- 3.5 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Devon Pension Fund only, for the quarter ending 30 September 2024, against the statutory Disclosure Regulations and internal targets where applicable. 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 June 2022.
- 3.6 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Devon Pension Fund only) for this financial year from 1st October 2023 to 30 September 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'.
- 3.7 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 a decrease in demand for this quarter. 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.
- 3.8 Other updates

Annual Benefit Statements:

The annual benefit statement deadline of 31st August 2024 was achieved in advance for both active and deferred members as below:

Active Members: 38493 issued (of which 1557 had paper copies) – a further 2 were not issued (pending annual return data from employers)

Deferred Members: 46212 issued (of which 3902 had paper copies)

McCloud:

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

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

There is a project team of 2.5 full time equivalent (FTE) staff allocated to the LGPS McCloud Remedy. The team will be reviewing pension calculations as below, with the intention of completing prior to the issue of the 24/25 annual benefit statements due by 31st August 2025. We are currently recruiting 1 further FTE staff member to work on the project.

Members identified to date requiring a calculation review (though not necessarily entitled to an underpin addition): 4330 (322 of these are Pensioner/Survivor scheme members). Please note that these figures exclude scheme members that have changed jobs and joined (amalgamated) their pension records together and require a review accordingly.

The Pension Dashboard:

[Homepage | UK Pensions Dashboards Programme](#)

<https://www.legislation.gov.uk/ukdsi/2022/9780348239645/contents>

[Pensions dashboards: guidance on connection: the staged timetable -](#)

[GOV.UK](#)

Peninsula Pensions are starting to test the Integrated Service Provider (ISP) provided by Heywood (pension administration software provider), this year, to ensure that we can comply with the statutory connection deadline of 31st October 2025 and any data cleansing required in advance.

4) CONCLUSION

4.1 The Committee 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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Appendix 1

Administration Performance – 01/06/2024 to 30/09/2024 (Devon Pension Fund)

* On average for Q1 period: July 2024 – September 2024:

1. Total days from member retirement to date payment processed = 28 days
2. Number of days after retirement date to receive information from employer = 8 days
3. Number of days for member options to be provided; member to make choice by returning completed forms; and payment processed = 20 days
4. 34% of retirement notifications received in advance of retirement
5. 18% of retirement notifications received more than 1 month after date of retirement

Performance Summary

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)
High Priority Procedures	2926	95%
Medium Priority Procedures	5007	91%
Low Priority Procedures	1235	73%
TOTAL	9168	90%

High Priority Cases

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target) (10 working days from receipt of all information)
CHANGES	210	100%	
COMPLAINTS (FIRST INSTANCE)	29	100%	90%
COMPLAINTS (STAGE 1 IDRP)	1	100%	
COMPLAINTS (STAGE 2 IDRP)	1	100%	
DEATHS	397	89%	
DEFERRED (OVER 55)	299	100%	
PAYROLL	704	94%	95%
REFUNDS	21	100%	-
RETIREMENTS (ACTIVE)*	437	95%	83%
RETIREMENTS (DEFERRED)	827	96%	84%
TOTAL	2926	95%	

Medium Priority Cases

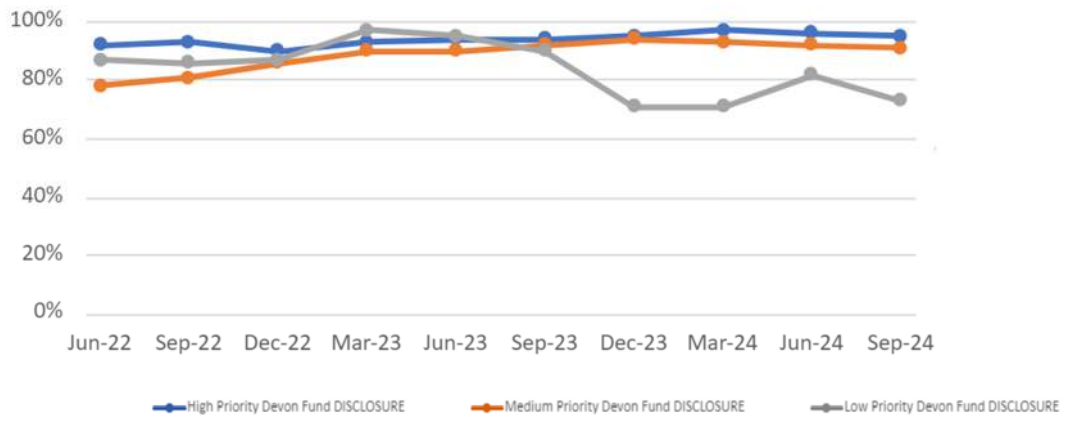
	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target) (10 working days from receipt of all information)
Amalgamation of Records	1188	72%	
Deferred Benefit Calculations	1540	92%	
Divorce Calculations	56	89%	
Estimates (Bulk)	0	-	
Estimates (Employer)	83	100%	100%
Estimates (Member)	24	100%	
General	1576	100%	100%
HMRC	8	100%	
Member Self-Service	532	100%	
TOTAL	5007	91%	

Low Priority Cases

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target) (10 working days from receipt of all information)
Estimates (Other)	84	93%	
GMP Queries	1	0%	
Interfund Transfers In	76	88%	
Interfund Transfers Out	93	58%	
Pension Top Ups	172	100%	
Frozen Refunds	614	56%	97%
New Starters	4	100%	
Pension Transfers In	107	94%	95%
Pension Transfers Out	84	94%	60%
TOTAL	1235	73%	

NB: Employer performance will be reported separately for the 24/25 financial year and therefore no longer included within this report.

Performance by Priority June 2022 to September 2024

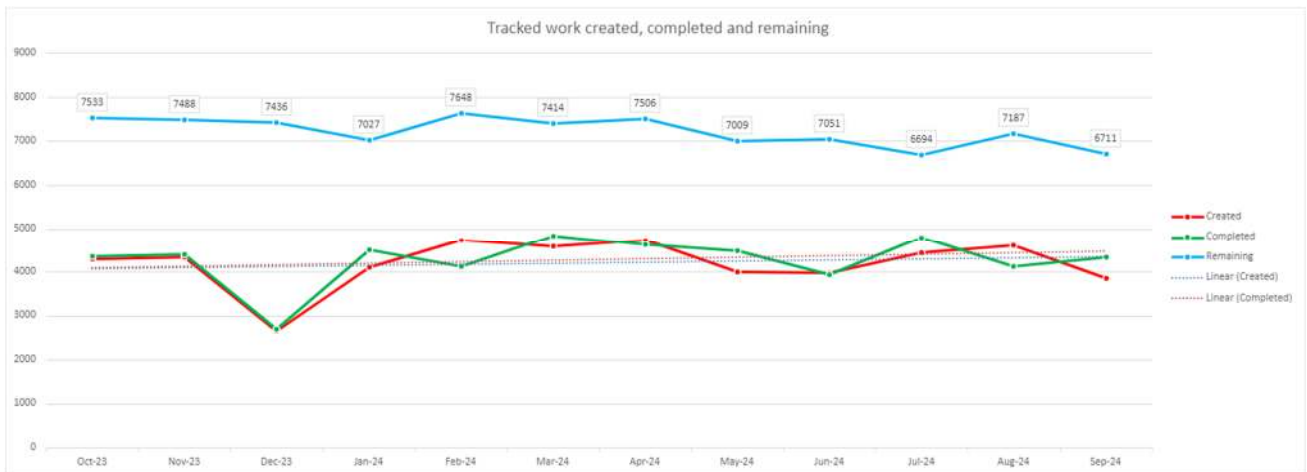


Appendix 2

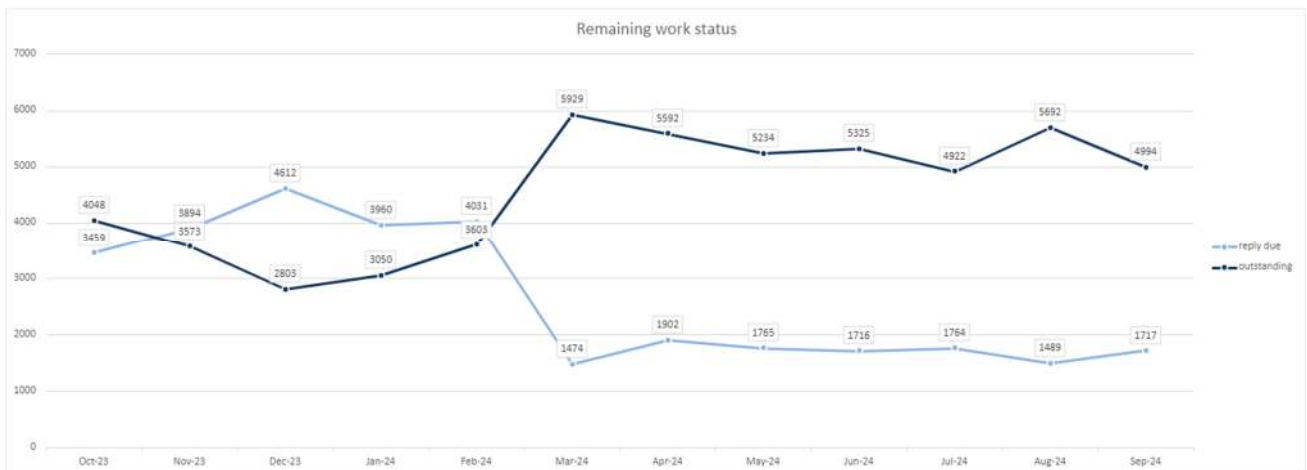
Performance over the Year to 30 September 2024 showing work created, completed and remaining

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
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Sep-24	3855	4331	112.35%	6711	1717	4994
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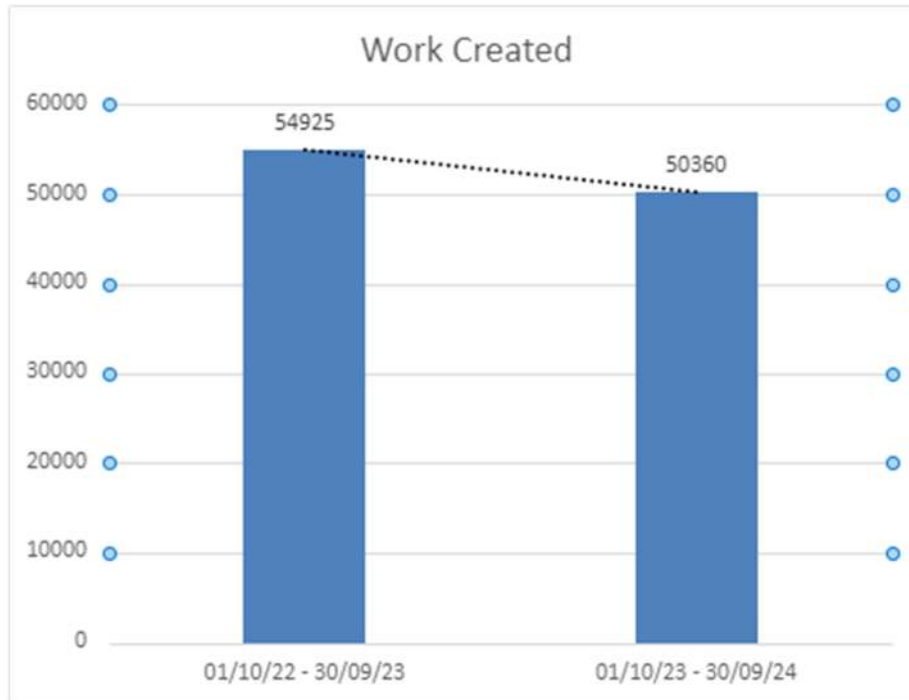
Breakdown of Work Remaining showing split between work awaiting a response and work outstanding



Appendix 3

Work received 12 month rolling period 1 October 2023 to 30 September 2024 (against same period for previous financial year)

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/10/2022	30/09/2023	54925	54424	8103
01/10/2023	30/09/2024	50360	51246	7225



Increase or decrease of type of work created within period 1st October 2023 to 30th September 2024 against same period for previous financial year
(Increase shown in red, decrease shown in green)

