

Review of Administration Performance

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Executive Portfolio Holder: Not applicable

Division and Local Not applicable

Member:

1. Background

- 1.1 Peninsula Pensions' internal service standard target is to complete 90% of work within 10 working days from the date that all necessary information has been received.
- 1.2 In addition to the internal targets, Peninsula Pensions also monitors performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013, which set out the minimum requirements regarding the disclosure of pension information. This additional reporting element was introduced in 1st January 2019.
- 1.3 Performance targets are monitored on a monthly basis via a task management system and reporting tool within the pension database.
- 1.3 This report also encompasses an update on employer bodies covered by the Fund.

2. Issues for consideration

- 2.1 The Committee note the report and actions being undertaken by officers to ensure compliance and best practice.

3. Administration team performance

- 3.1 During 2017/18, the team issued 76% of work within target against our internal timescales. At the last meeting of the Committee, we reported that performance had increased to 77% for the nine months ending 31st December 2018.
- 3.2 Performance for the most recent quarter, ending 31st March 2019, has improved again with a success rate of 86%, bringing the total performance for the financial year 2018/19 to 82%.

- 3.3 Following the change to reporting methods, we are now able to monitor our performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013. Our performance against the Disclosure Regulations for 2018/19 is 99%.
- 3.4 It is pleasing to see an increase in performance, as we are continuing to undertake an extensive training plan across the member services section, which is impacting the normal day-to-day workloads of staff. We have recently recruited to several vacant positions within the team which should help to improve things further going forward.
- 3.5 Officers have also conducted a review of the classification and prioritisation of tasks carried out by the member services team. This will help to ensure that tasks are dealt with appropriately and in a more effective and timely manner.
- 3.6 Appendix 1 of the report shows a detailed breakdown of administration performance relating to the Somerset Pension Fund for the year ending 31st March 2019 against the internal targets and Disclosure Regulations.
- 3.7 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st January 2017 to 31st March 2019. Members will note that the total number of cases outstanding has dropped significantly over the period reported.

4. Employer updates

- 4.1 Blackbrook Community Primary School, Ruishton C of E Primary School, West Monkton C of E Primary School and Selworthy Special School formed the Oak Partnership Multi Academy Trust on 1st January 2019.
- 4.2 The fund currently has the following numbers of employer with active members:
- 65 scheduled body employers made up of 15 scheduled body employers, 13 academy trusts and 37 stand-alone academies
 - 20 resolution bodies
 - 36 admitted bodies

5. Background Papers

- 5.1 None

Appendix 1

Summary of work completed 1st April 2018 to 31st March 2019

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
High Priority Procedures	8,038	96%	80%
Medium Priority Procedures	11,705	100%	85%
Low Priority Procedures	3,029	100%	76%
Total	22,772	99%	82%

High Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Changes	2,583	100%	94%
Complaints (Member)	26	100%	74%
Complaints (Employer)	0 -	-	-
Deaths	402	90%	57%
Payroll	1,670	100%	95%
Refunds	566	100%	82%
Retirements (Active)	1,021	84%	42%
Retirements (Deferred)	1,770	94%	71%
TOTAL	8,038	96%	80%

Medium Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Amalgamation of Records	840	100%	56%
Deferred Benefit			
Calculations	2,946	100%	90%
Divorce Calculations	231	100%	94%
Employer Queries	867	100%	51%
Estimates (Employer)	447	100%	86%
Estimates (Member)	458	100%	59%
General	2,570	100%	87%
HMRC	71	75%	69%
Member Self-Service	3,275	100%	100%
TOTAL	11,705	100%	85%

Low Priority

	Cases Completed	Performance (Disclosure Regs)	Performance (Internal Targets)
Estimates (Other)	170	100%	15%
GMP Queries	29	100%	100%
Interfund Transfers Out	93	100%	14%
Interfund Transfers In	98	100%	19%
Pension Top Ups	841	100%	86%
Frozen Refunds	1,308	100%	96%
New Starters	148	100%	99%
Pension Transfers In	119	100%	24%
Pension Transfers Out	223	100%	31%
TOTAL	3,029	100%	76%

Appendix 2

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