

Review of Administration Performance

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1. Summary

1.1 Administration quarterly performance report.

2. Issues for consideration

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

3. Background

3.1 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.

3.2 Performance targets are monitored via a task management system and reporting tool within the pension administration database.

3.3 This report also encompasses an update on employer bodies covered by the Fund.

4. Administration team performance

4.1 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 30 June 2024 was 91% (96% for High Priority procedures).

4.2 During the quarter, the team received 27 recorded compliments.

4.3 Appendix A of the report provides a detailed breakdown of administration performance relating to the Somerset Pension Fund only for both the quarter ending 30 June 2024 against both 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.

- 4.4 Appendix B of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1 July 2023 to 30 June 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'.
- 4.5 Appendix C of the report highlights the amount of work received over the previous 12 month rolling period, compared to the same period in the previous year. The chart currently is showing an increase in demand.

5. Employer updates

5.1 New admitted body employers

On 1 June 2024 Samsun solutions took on a cleaning contract for Somerset Council (Somerset Bridge School).

5.2 New academies

On 1 April 2024 Pen Mill Infant and Nursery joined Preston Primary Academy Trust.

On 1 May 2024 Oakfield Academy Frome joined Midsomer Norton Partnership.

On 1 May 2024 St Bartholomew's C of E Primary joined Quantock Education Trust.

5.3 New town councils

None

5.4 Cessations

On 31 March 2024 Aster Communities ceased.

6. Other issues

6.1 McCloud

<https://www.lgpsmember.org/mccloud-remedy/>

Peninsula Pensions continue to work on the implementation of the remedy accordingly and liaise with software providers as required. Within the next report at Quarter 2, further detail around the current status of the project will be included with regards to the number of members impacted/workflow actioned to date.

6.2 The Pension Regulator annual returns

Regarding the submission completed January 2024

2023 data quality score included:

Common data score: 95.9% (95.5% 2022)

Scheme-specific data score: 96.79% (96.6% 2022)

Please see following link for further detail relating to the data scores above (as provided within the Q4 23/24 performance report).

<https://www.thepensionsregulator.gov.uk/en/trustees/contributions-data-and-transfers/record-keeping/what-records-to-keep>

6.3 Cyber Security Audit review 2024 – Devon Audit Partnership(DAP)

With reference to the audit summary referred to in the Quarter 4 2023/2024 report around cyber security, an event relating to cyber security has been arranged on 25 September 2024, where representatives from Heywood (pension software providers), and Devon County Council will be present to provide reassurances and answer further questions relating to this area.

7. Consultations undertaken

7.1 None

8. Financial implications

8.1 There are no Specific financial implications associated with this report. The costs of the administration service provided by Peninsula Pensions are charged to the Fund.

9. Legal implications

9.1 Under the LGPS regulations the Fund is required to calculate and pay benefits and manage the administration/data records of the membership. There are no specific legal implications associated with this report.

10. Background papers

10.1 None

Note: For sight of individual background papers please contact the report author.

Appendix A

Administration Performance: 1 April 2024 – 30 June 2024

(Somerset Fund)

* On average for Q1 period: April 2024 – June 2024:

1. Total days from member retirement to date payment processed = 40 days.
2. Number of days after retirement date to receive information from employer = 17 days.
3. Number of days for member options to be provided; member to make choice by returning completed forms; and payment processed = 23 days.
4. 23% of retirement notifications received in advance of retirement.
5. 32% 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	1,720	96%
Medium Priority Procedures	3,265	91%
Low Priority Procedures	823	77%
TOTAL	5,808	91%

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	125	100%	-
Complaints (First Instance)	11	91%	82%
Complaints (Stage 1 IDRP)	1	0%	-
Complaints (Stage 2 IDRP)	-	-	-
Deaths	183	87%	-
Deferred (Over 55)	189	98%	-
Payroll	414	99%	98%
Refunds	5	100%	-
Retirements (Active)*	235	95%	84%
Retirements (Deferred)	557	97%	86%
TOTAL	1,720	96%	

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	603	69%	-
Deferred Benefit Calculations	815	88%	-
Divorce Calculations	28	79%	-
Estimates (Bulk)	-	-	-
Estimates (Employer)	111	100%	100%
Estimates (Member	14	100%	-
General	757	100%	99%
HMRC	9	89%	-
Member Self-Service	928	100%	-
TOTAL	3,265	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)	34	97%	-
GMP Queries	4	100%	-
Interfund Transfers In	107	57%	-
Interfund Transfers Out	76	78%	-
Pension Top Ups	154	100%	-
Frozen Refunds	361	66%	99%
New Starters	1	100%	-
Pension Transfers In	38	87%	97%
Pension Transfers Out	48	96%	88%
TOTAL	823	77%	

NB: Employer performance will be reported separately for the 2024/25 financial year and therefore no longer included within this report.

* **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 complaints are generally raised through the Member Self Service portal. Out of the 11 complaints received in the quarter, 10 were complaints to administrators – no complaints were upheld:

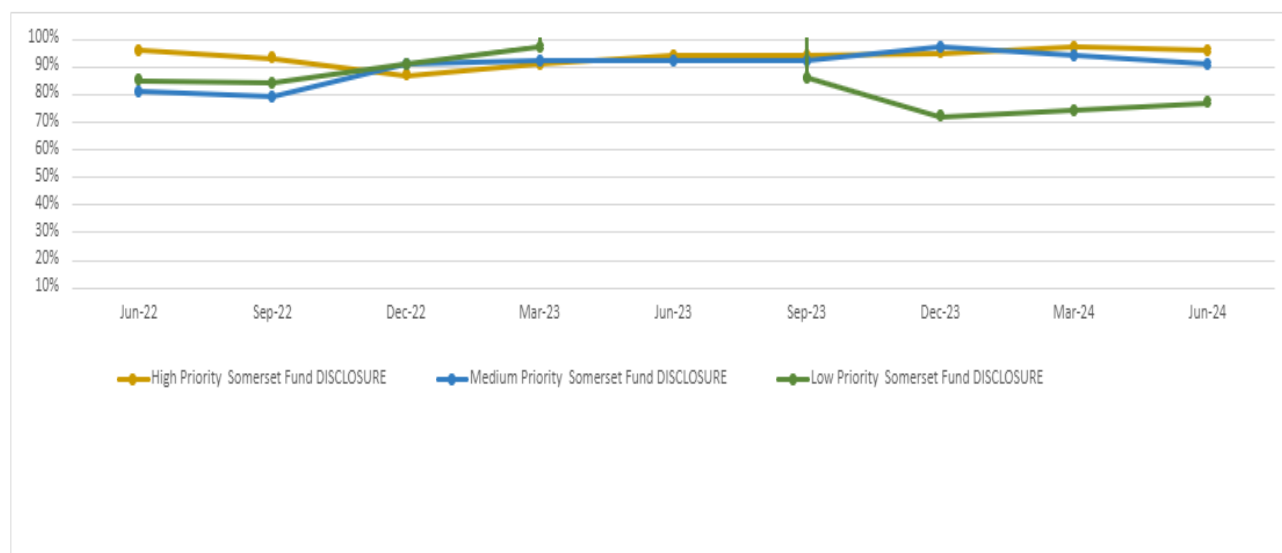
- 7 relating to statutory timescales / regulations around different types of calculations – clarification provided to members (and relevant links to website outlining further explanation given).
- 2 referred to employers due to delay with documentation provided / complaint about ill health decision – Employers contacted accordingly.
- 1 relating to a potential transfer out to another scheme – member was advised warnings on transfer to new scheme – warnings accepted and complaint withdrawn – transfer did not proceed.

IDRP stage 1 (administrative or employer decisions)

- The one IDRP was an ill health decision review request by member for Individual Employer.

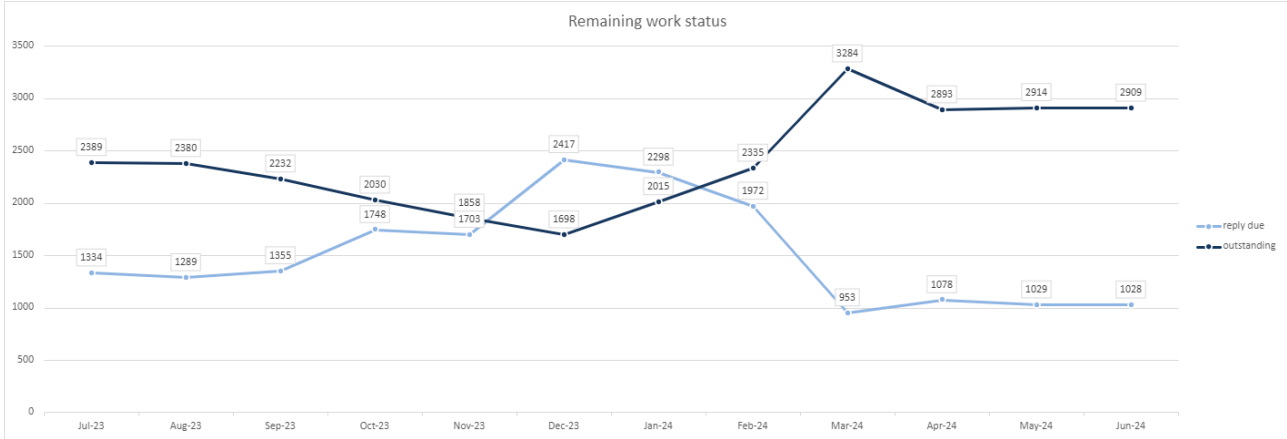
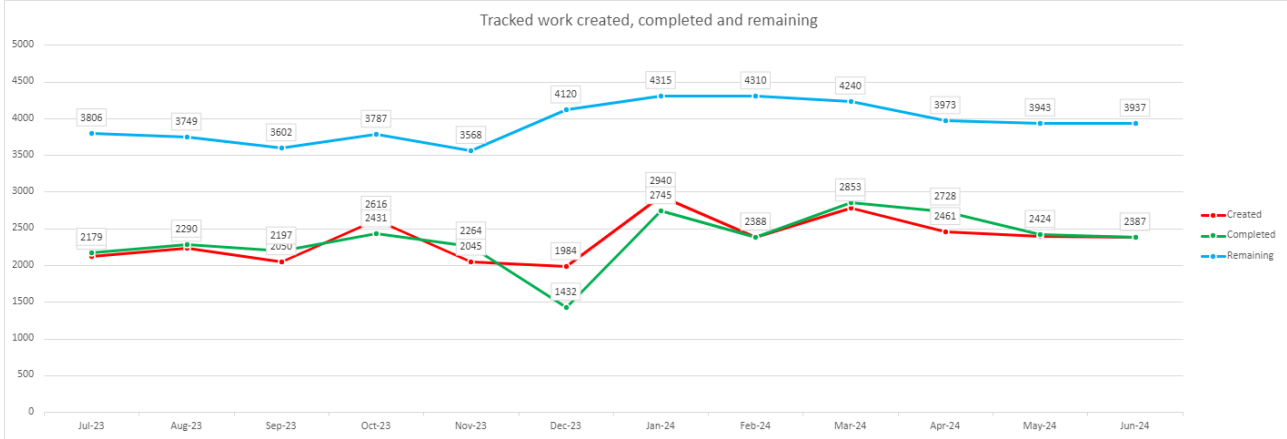
IDRP Stage 2 Panel

- None



Administration Performance: 1 July 2023 – 30 June 2024

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Mar-24	2800	2853	101.89%	4298	960	3338



Work received 12 month rolling period 1 July 2023 – 30 June 2024

(against same period for previous financial year)

from	to	Work Created	Work Completed
01/07/2022	30/06/2023	24199	24337
01/07/2023	30/06/2024	28396	28318

