

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.
- 1.4 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 At the previous meeting of the Committee, we reported that the administration performance for the financial year 2018/19 against internal targets was 82% (compared with 76% for 2017/18).
- 3.2 Performance for the most recent quarter, ending 30th June 2019, has improved again with a success rate of 88% against our internal targets.
- 3.3 Following a 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 the most recent quarter is 95%.

- 3.4 We continue to make improvements to our internal processes and are undertaking 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 will help to improve things further going forward.
- 3.5 Appendix 1 of the report shows a detailed breakdown of administration performance relating to the Somerset Pension Fund only for the quarter ending 30th June 2019 against Peninsula Pensions' internal targets and against the Disclosure Regulations.
- 3.6 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st January 2017 to 30th August 2019. Members will note that the total number of cases outstanding continues to reduce.

4. Employer updates

- 4.1 KGB Southwest Ltd have been awarded the cleaning contract for Yeovil College and joined the fund in a closed arrangement on 1st May 2019.

North Town Primary School joined The Richard Huish Trust on 1st April 2019.

North Cadbury C of E Primary School joined Preston Primary Academy Trust on 1st April 2019.

Brent Knoll school joined The Wessex Learning Trust on 1st April 2019.

King Arthur's School and Charlton Horethorne C of E Primary School joined the Sherborne Area Schools' Trust on 1st April 2019 and 1st May 2019 respectively. Critchill School joined the Midsomer Norton Schools' Partnership on 1st June 2019

St Peter's Nursery joined the West Somerset Academy Trust on 1st June 2019.

- 4.2 The fund currently has the following numbers of employers with active members:
 - 79 scheduled body employers made up of 14 scheduled body employers, 15 academy trusts and 50 stand-alone academies
 - 24 resolution bodies
 - 32 admitted bodies

5. **Background Papers**

5.1 None

Administration Performance - 1st April 2019 to 30th June 2019

	Total	Performance (Internal Targets)	Performance (Disclosure Regs)
High Priority Procedures	2544	88%	91%
Medium Priority Procedures	2876	91%	99%
Low Priority Procedures	660	80%	96%
TOTAL	6080	88%	95%

High Priority

	Total	Performance (Internal Targets)	Performance (Disclosure Regs)
Changes	880	100%	100%
Complaints (Member)	8	100%	100%
Complaints (Employer)	0	-	-
Deaths	179	52%	70%
Payroll	497	99%	99%
Refunds	168	100%	100%
Retirements (Active)	374	61%	73%
Retirements (Deferred)	438	84%	86%
TOTAL	2544	88%	91%

Medium Priority

	Total	Performance (Internal Targets)	Performance (Disclosure Regs)
Amalgamation of Records	305	72%	97%
Deferred Benefit Calculations	484	89%	96%
Divorce Calculations	42	100%	100%
Employer Queries	459	74%	99%
Estimates (Bulk)	0	0%	-
Estimates (Employer)	74	100%	100%
Estimates (Member)	154	95%	97%
General	382	100%	100%
HMRC	13	69%	85%
Member Self-Service	963	100%	100%
TOTAL	2876	91%	99%

Low Priority

	Total	Performance (Internal Targets)	Performance (Disclosure Regs)
Estimates (Other)	35	74%	83%
GMP Queries	2	100%	100%
Interfund Transfers In	28	25%	100%
Interfund Transfers Out	41	24%	98%
Pension Top Ups	114	95%	98%
Frozen Refunds	243	94%	94%
New Starters	13	100%	100%
Pension Transfers In	99	64%	99%
Pension Transfers Out	85	82%	99%
TOTAL	660	80%	96%

Administration Performance (Jan 2017 – August 2019)

