

## 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 1<sup>st</sup> 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 quarter ending 30<sup>th</sup> June 2019 against internal targets was 88% (compared with 76% for 2017/18 and 82% for 2018/19).
- 3.2 Performance for the most recent quarter, ending 30<sup>th</sup> September 2019, has dropped slightly to 86% against our internal targets, bringing the total performance for the financial year to date to 87%.

- 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 financial year to date is 94%.
- 3.4 With continued training, streamlining of processes and improved communications with employers we are seeing a significant reduction in the number of outstanding cases. At the time of writing this report, the total number of Somerset cases on the system stands at approximately 4,100 which is the lowest on record since June 2015. To put this in perspective, there were over 6,200 cases on the system as at October 2018. This is particularly encouraging considering that the team was under-resourced for large periods of 2018/19, in addition to implementing new ways of working and recruiting and training new team members of the team.
- 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 30<sup>th</sup> September 2019 and for the financial year to date 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 1<sup>st</sup> January 2018 to 31<sup>st</sup> October 2019.

#### **4. Employer updates**

- 4.1 Frome Steiner Academy joined the Avanti Schools Trust on 1<sup>st</sup> November 2019  
  
Stanchester Academy joined the Bridgwater College Trust on 1<sup>st</sup> December 2019

#### **5. Background Papers**

- 5.1 None

### **Appendix 1**

#### **Administration Performance – 1<sup>st</sup> July 2019 to 30<sup>th</sup> September 2019**

## Performance Summary

	Total Cases	Q2 2019		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
High Priority Procedures	2,544	84%	87%	86%	89%
Medium Priority Procedures	2,876	90%	96%	90%	97%
Low Priority Procedures	660	73%	90%	77%	93%
<b>TOTAL</b>	<b>6,080</b>	<b>86%</b>	<b>91%</b>	<b>87%</b>	<b>94%</b>

## High Priority Cases

	Total Cases	Q2 2019		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Changes	880	100%	100%	100%	100%
Complaints (Member)	8	100%	100%	100%	100%
Complaints (Employer)	-	-	-	-	-
Deaths	179	77%	86%	63%	77%
Payroll	497	96%	97%	98%	98%
Refunds	168	100%	100%	100%	100%
Retirements (Active)	374	55%	63%	58%	68%
Retirements (Deferred)	438	81%	82%	82%	84%
<b>TOTAL</b>	<b>2,544</b>	<b>84%</b>	<b>87%</b>	<b>86%</b>	<b>89%</b>

## Medium Priority Cases

	Total Cases	Q2 2019		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Amalgamation of Records	305	70%	91%	71%	94%
Deferred Benefit Calculations	484	82%	89%	86%	93%
Divorce Calculations	42	93%	93%	96%	96%
Employer Queries	459	90%	96%	83%	97%
Estimates (Bulk)	-	-	-	-	-
Estimates (Employer)	74	100%	100%	100%	100%
Estimates (Member)	154	98%	98%	97%	98%
General	382	99%	99%	99%	100%
HMRC	13	100%	100%	82%	91%
Member Self-Service	963	100%	100%	100%	100%
<b>TOTAL</b>	<b>2,876</b>	<b>90%</b>	<b>96%</b>	<b>90%</b>	<b>97%</b>

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**Low Priority Cases**

	Total Cases	Q2 2019		Year to date	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Estimates (Other)	35	69%	69%	73%	78%
GMP Queries	2	100%	100%	100%	100%
Interfund Transfers In	28	37%	86%	33%	91%
Interfund Transfers Out	41	34%	82%	30%	88%
Pension Top Ups	114	96%	96%	95%	97%
Frozen Refunds	243	90%	90%	92%	92%
New Starters	13	100%	100%	100%	100%
Pension Transfers In	99	71%	92%	69%	95%
Pension Transfers Out	85	87%	90%	85%	95%
<b>TOTAL</b>	<b>660</b>	<b>73%</b>	<b>90%</b>	<b>77%</b>	<b>93%</b>

**Appendix 2****Administration Performance (Jan 2018 – October 2019)**

