Review of Administration Performance

| Lead Officer: | Jason Vaughan: Director of Finance |
|-----------------------------|---|
| Author: | Rachel Lamb: Head of Peninsula Pensions |
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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.
- 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 Total performance against internal targets for the quarter ending 30th June 2022 was 87% (96% for High Priority procedures).
- 3.2 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 30th June 2022 was also 87% (96% for High Priority procedures).
- 3.3 During the quarter, the team received 21 compliments.
- 3.4 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Somerset Pension Fund only for the quarter

ending 30th June 2022 against Peninsula Pensions' internal targets and against the Disclosure Regulations.

3.5 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st January 2020 to 30th June 2022.

4. Employer updates

- 4.1 New Admitted Bodies:
 - None

Academies:

• None

5. Background Papers

5.1 None

Administration Performance – 1st April 2022 – 30th June 2022

Performance Summary

| | | Q1 2022/23 | |
|----------------------------|----------------|---------------------------|----------------------------|
| | Total Cases | Performance (Internal) | Performance (Disc Regs) |
| High Priority Procedures | 2,037 | 96% | 96% |
| Medium Priority Procedures | 2,554 | 80% | 81% |
| Low Priority Procedures | 856 | 84% | 84% |
| TOTAL | 5,447 | 87% | 87% |

High Priority Cases

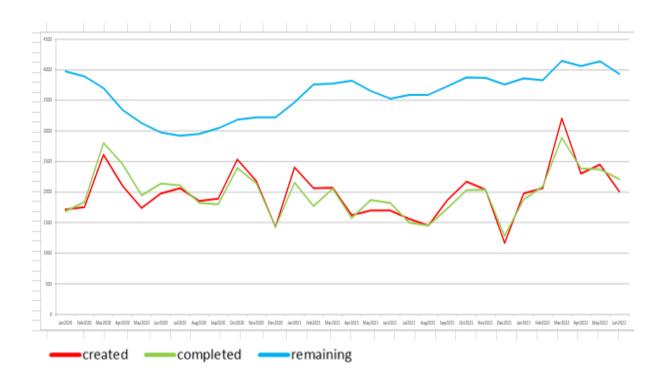
| | | Q1 2022/23 | |
|------------------------|----------------|---------------------------|----------------------------|
| | Total Cases | Performance (Internal) | Performance (Disc Regs) |
| Changes | 563 | 100% | 100% |
| Complaints (Member) | 16 | 100% | 100% |
| Complaints (Employer) | 1 | 100% | 100% |
| Deaths | 131 | 89% | 89% |
| Deferred (over 55) | 169 | 88% | 88% |
| Payroll | 414 | 99% | 99% |
| Refunds | 109 | 100% | 100% |
| Retirements (Active) | 224 | 95% | 95% |
| Retirements (Deferred) | 410 | 91% | 91% |
| TOTAL | 2,037 | 96% | 96% |

Medium Priority Cases

| | | Q1 2022/23 | |
|-------------------------------|----------------|---------------------------|----------------------------|
| | Total Cases | Performance (Internal) | Performance (Disc Regs) |
| Amalgamation of Records | 373 | 71% | 72% |
| Deferred Benefit Calculations | 922 | 62% | 62% |
| Divorce Calculations | 56 | 95% | 95% |
| Employer Queries | 172 | 80% | 84% |
| Estimates (Bulk) | 0 | - | - |
| Estimates (Employer) | 2 | 100% | 100% |
| Estimates (Member) | 41 | 95% | 95% |
| General | 302 | 99% | 99% |
| HMRC | 6 | 100% | 100% |
| Member Self-Service | 680 | 100% | 100% |
| TOTAL | 2,554 | 80% | 81% |

Low Priority Cases

| | | Q1 2022/23 | |
|-------------------------|----------------|---------------------------|----------------------------|
| | Total Cases | Performance (Internal) | Performance (Disc Regs) |
| Estimates (Other) | 65 | 55% | 55% |
| GMP Queries | 2 | - | 100% |
| Interfund Transfers In | 105 | 55% | 55% |
| Interfund Transfers Out | 95 | 86% | 86% |
| Pension Top Ups | 39 | 95% | 95% |
| Frozen Refunds | 416 | 95% | 95% |
| New Starters | 0 | - | - |
| Pension Transfers In | 94 | 87% | 87% |
| Pension Transfers Out | 40 | 70% | 70% |
| TOTAL | 856 | 84% | 84% |



Administration Performance - 1st January 2020 – 30th June 2022