

Review of Administration Performance

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<i>Executive Portfolio Holder:</i>	Not applicable
<i>Division and Local Member:</i>	Not applicable

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 31st December 2020 was 94% (compared with 91% for the previous quarter), despite the continued impact of COVID19. The team were also able to maintain performance for High Priority procedures at 96%, in line with the previous quarter.
- 3.2 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 31st December 2020 was 95% (96% for High Priority procedures).

3.3 Appendix 1 of the report shows a detailed breakdown of administration performance relating to the Somerset Pension Fund only for the quarter ending 31st December 2020 and for the financial year to date against Peninsula Pensions' internal targets and against the Disclosure Regulations.

3.4 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st January 2019 to 31st December 2020.

4. Employer updates

4.1 New Admitted Bodies:

- None to report

Academies:

- None to report

5. Background Papers

5.1 None

Administration Performance – 1st April 2020 – 31st December 2020Performance Summary

	Total Cases	01/04/2020 – 31/12/2020		Q3 2020/21	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
High Priority Procedures	4,088	96%	96%	96%	96%
Medium Priority Procedures	10,317	89%	92%	94%	95%
Low Priority Procedures	1,928	89%	92%	91%	93%
TOTAL	16,333	91%	93%	94%	95%

High Priority

	Total Cases	01/04/2020 – 31/12/2020		Q3 2020/21	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Changes	621	99%	100%	99%	99%
Complaints (Member)	28	100%	100%	100%	100%
Complaints (Employer)	0	-	-	-	-
Deaths	460	95%	95%	99%	99%
Payroll	1,178	99%	99%	100%	100%
Refunds	253	100%	100%	100%	100%
Retirements (Active)	528	89%	90%	96%	97%
Retirements (Deferred)	1,020	91%	91%	89%	89%
TOTAL	4,088	96%	96%	96%	96%

Medium Priority

	Total Cases	01/04/2020 – 31/12/2020		Q3 2020/21	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Amalgamations	1,305	82%	91%	87%	91%
Deferred Benefits	1,991	70%	72%	88%	89%
Divorce Calculations	116	85%	85%	91%	91%
Employer Queries	487	58%	78%	68%	71%
Estimates (Bulk)	0	-	-	-	-
Estimates (Employer)	34	100%	100%	100%	100%
Estimates (Member)	175	98%	98%	97%	97%
General	4,448	100%	100%	100%	100%
HMRC	68	97%	97%	100%	100%
Member Self-Service	1,693	100%	100%	100%	100%

TOTAL	10,317	89%	92%	94%	95%
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Low Priority

	Total Cases	01/04/2020 – 31/12/2020		Q3 2020/21	
		Performance (Internal)	Performance (Disc Regs)	Performance (Internal)	Performance (Disc Regs)
Estimates (Other)	104	97%	97%	93%	93%
GMP Queries	8	100%	100%	100%	100%
Interfund Transfers In	208	65%	79%	63%	72%
Interfund Transfers Out	238	72%	80%	75%	81%
Pension Top Ups	147	97%	97%	97%	97%
Frozen Refunds	874	97%	97%	98%	98%
New Starters	0	-	-	-	-
Pension Transfers In	134	96%	96%	94%	94%
Pension Transfers Out	215	87%	87%	91%	91%
TOTAL	1,928	89%	92%	91%	93%

Administration Performance - 1st January 2019 - 31st December 2020

