

## 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 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.

Peninsula Pensions' will be reviewing the [Pension Administration Strategy](#) and targets included within it in the new 2023 year, which includes the internal target for Peninsula Pensions and expected performance requirements from individual Fund employers. The information provided within this report is therefore based around the statutory targets as outlined above.

- 1.2 Performance targets are monitored on a monthly basis via a task management system and reporting tool within the pension database.
- 1.3 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 the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 30<sup>th</sup> September 2022 was 86% (93% for High Priority procedures).
- 3.2 During the quarter, the team received 20 compliments.
- 3.3 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Somerset Pension Fund only for the quarter ending 30<sup>th</sup> September 2022 against the statutory Disclosure Regulations. It

also includes a new graph which shows the monthly trend analysis on the percentage of high, medium, and low priority cases completed within timescales for the current financial year.

- 3.4 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1<sup>st</sup> October 2021 to 30<sup>th</sup> September 2022. 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'.
- 3.5 Appendix 3 of the report highlights the amount of work received over both the quarter, and the previous 12 month rolling period, compared to the same periods in the previous year. Both charts are currently showing an increase in demand.

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

##### 4.1 New Admitted Bodies:

- None

Academies:

- Lydeard St Lawrence Community Primary School joined Bath & Wells with effect from 1/9/2022

#### **5. Background Papers / Other updates**

- 5.1 The annual benefit statement deadline of 31<sup>st</sup> August 2022 was achieved in advance for both active and deferred members as below:

Active Members: 19664 issued (of which 940 had paper copies) – a further 18 were issued later (pending Admission Agreement finalisation)

Deferred Members: 26953 issued (of which 1852 had paper copies)

Administration Performance – 1<sup>st</sup> July 2022 – 30<sup>th</sup> September 2022Performance Summary

	Total Cases	Performance (Disc Regs)
High Priority Procedures	1662	93%
Medium Priority Procedures	2839	83%
Low Priority Procedures	975	81%
<b>TOTAL</b>	<b>5476</b>	<b>86%</b>

High Priority Cases

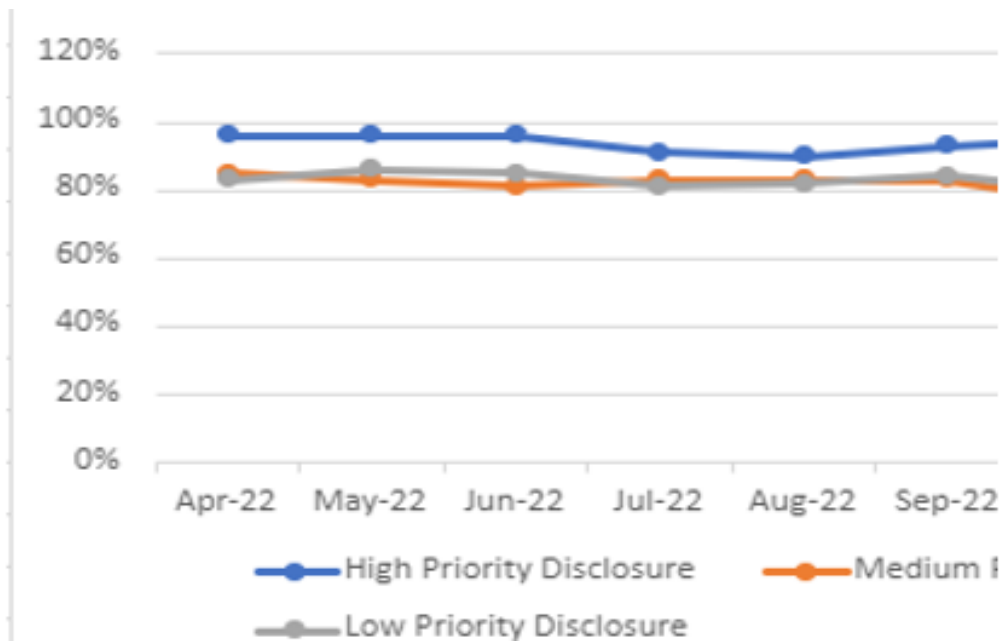
	Total Cases	Performance (Disc Regs)
Changes	305	99.02%
Complaints (Member)	21	100.00%
Complaints (Employer)	1	100.00%
Deaths	157	75.16%
Deferred (over 55)	151	82.12%
Payroll	380	93.16%
Refunds	62	100.00%
Retirements (Active)	206	92.68%
Retirements (Deferred)	379	92.35%
<b>TOTAL</b>	<b>1662</b>	<b>93.00%</b>

Medium Priority Cases

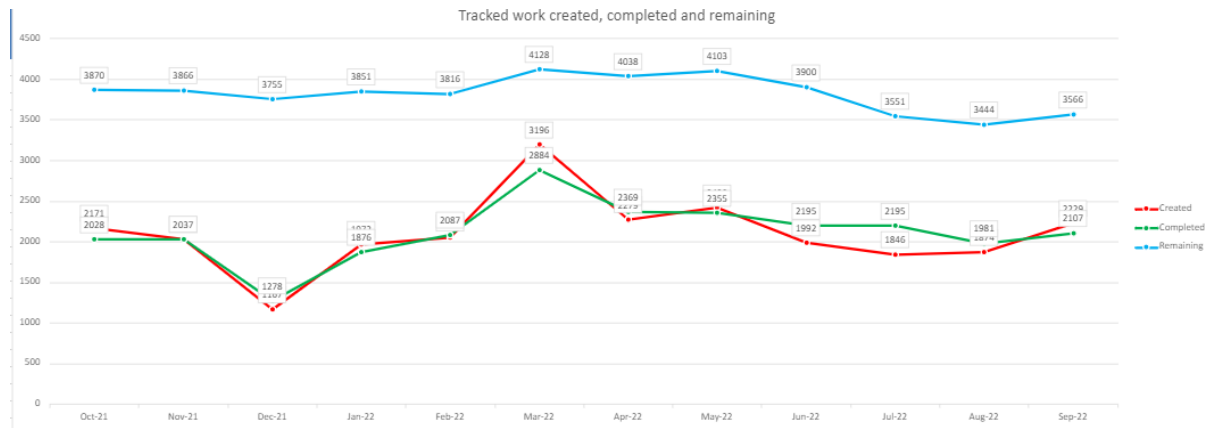
	Total Cases	Performance (Disc Regs)
Amalgamation of Records	537	53.95%
Deferred Benefit Calculations	797	59.44%
Divorce Calculations	51	92.16%
Employer Queries	296	52.90%
Estimates (Bulk)	0	-
Estimates (Employer)	4	100.00%
Estimates (Member)	35	88.57%
General	342	100.00%
HMRC	18	100.00%
Member Self-Service	759	100.00%
<b>TOTAL</b>	<b>2839</b>	<b>83%</b>

**Low Priority Cases**

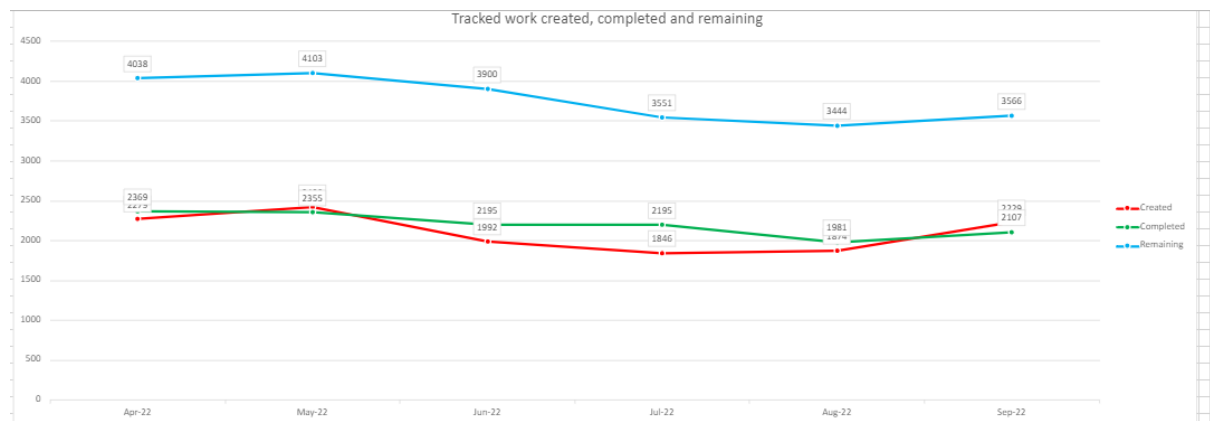
	Total Cases	Performance (Disc Regs)
Estimates (Other)	75	72.00%
GMP Queries	0	-
Interfund Transfers In	109	56.48%
Interfund Transfers Out	122	64.75%
Pension Top Ups	41	100.00%
Frozen Refunds	414	87.92%
New Starters	0	-
Pension Transfers In	98	98.98%
Pension Transfers Out	116	84.48%
<b>TOTAL</b>	<b>975</b>	<b>81.00%</b>



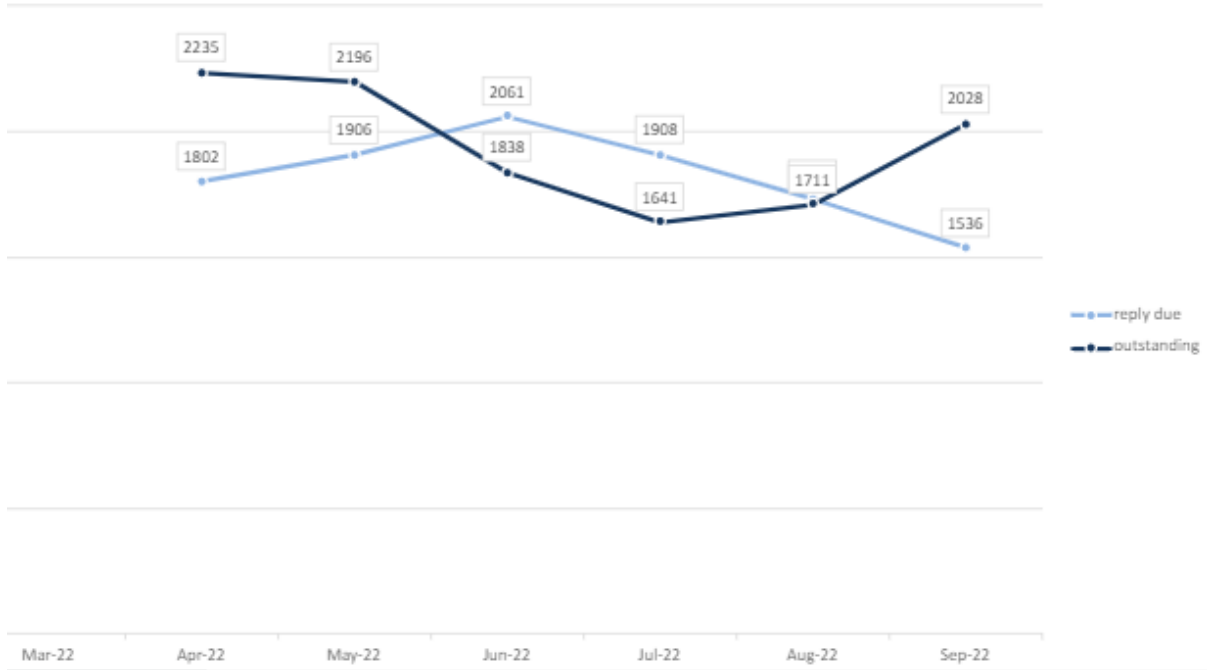
Administration Performance 1<sup>st</sup> October 2021 – 30<sup>th</sup> September 2022



1<sup>st</sup> April 2022 – 30<sup>th</sup> September 2022



Remaining work status



APPENDIX 3

**Work received 1<sup>st</sup> July 2022 – 30<sup>th</sup> September 2022  
(against same period for previous financial year)**



**Work received 12 month rolling period 1<sup>st</sup> October 2021 – 30<sup>th</sup> September 2022  
(against same period for previous financial year)**

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/10/2020	30/09/2021	22556	21859	3537
01/10/2021	30/09/2022	25231	25392	3824

