

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' has reviewed the [Pension Administration Strategy](#) (consultation period end date 31st December 2023), and targets included within it in the 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 based around the statutory targets only, 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 30th September 2023 was 92% (94% 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 30th September 2023, against the statutory Disclosure Regulations. It also includes a graph which shows the monthly trend analysis on the percentage of high, medium, and low priority cases completed within timescales since April 2022.
- 3.4 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st October 2022 to 30th September 2023. 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 the previous 12 month rolling period, compared to the same period in the previous year. The chart currently is showing a slight decrease in demand, which is a difference in the recent trend.

4. Employer updates

- 4.1 New Employers
None

Academies

Somerset New Academies

1 August 2023 Berrow CofE Primary School converted to an academy and joined The Priory Learning Trust on the same day.

1 September 2023 Orchard Grove Primary is a new school in Taunton and is part of Blackdown Education Partnership.

1 September 2023 The Castle Partnership Trust (TCPT) merged with Blackdown Education Partnership, which was Uffculme Academy Trust.

Cessations

None

5. Background Papers / Other updates

5.1 McCloud:

[The McCloud Remedy :: LGPS \(lgpsmember.org\)](https://www.lgpsmember.org)

Peninsula Pensions have staff resource allocated to work on the McCloud remedy and are in a good position with regards to the data preparation that was essential in advance of the remedy. One of the Technical & Training Officers on the team is leading the project and is working with DLUHC as part of the 'Statutory Guidance working group', which will support the drafting of the new guidance for administrators. We are therefore confident that we will be able to have input and interpret the legislation as intended/accordingly.

Review of Pension Administration Strategy:

Consultation period end date: 31st December 2023 – please see link for draft document consulted on:

[Corporate websites - Draft Pension Administration Strategy April 2024 - Somerset .pdf - All Documents \(sharepoint.com\)](#)

Key additions/changes:

- Introduction of Employer fees for underperformance/lack of engagement.
- Peninsula Pensions Communication Policy Paper- referred to within strategy and provided in appendix A.
- Introduction of Audits on individual employers and their responsibilities

Annual Benefit Statements:

The annual benefit statement deadline of 31st August 2023 was achieved in advance for both active and deferred members as below:

Active Members: 21430 issued (of which 725 had paper copies) – a further 43 were issued later (pending Admission Agreement finalisation)

Deferred Members: 27896 issued (of which 1457 had paper copies)

Administration Performance – 1st July 2023 – 30th September 2023

(Somerset Pension Fund)

Performance Summary

	Total Cases	Performance (Disc Regs)
High Priority Procedures	1865	94%
Medium Priority Procedures	2755	91%
Low Priority Procedures	768	88%
TOTAL	5388	92%

High Priority Cases

	Total Cases	Performance (Disc Regs)
CHANGES	217	100%
COMPLAINTS (FIRST INSTANCE)*	12	100%
COMPLAINTS (STAGE 2 IDR)*	2	100%
COMPLAINTS (STAGE 1 IDR)*	1	100%
DEATHS	213	79%
DEFERRED (OVER 55)	165	95%
PAYROLL	522	96%
REFUNDS	35	100%
RETIREMENTS (ACTIVE)	191	97%
RETIREMENTS (DEFERRED)	507	93%
TOTAL	1865	94%

* **Complaints:** These are broken down into 3 categories:

First instance complaints – these are ‘informal’ member complaints with the aim of resolving prior to Internal Dispute Resolution Procedure (IDRP).

These complaints are generally raised through the Member Self Service portal. Out of the 12 complaints received in the quarter, only 3 of them were actual complaints. The 9 others were general enquiries where the member had selected ‘complaint’ option in error. Overview of the 3 complaints:

- Delay with provision of divorce quotations – originated with revised factors pending guidance from the Government Actuary – clarification reaffirmed regarding the reasons for delay.
- Amount of service purchased back in 2006 with a transfer of previous pension benefits queried (prior to Peninsula Pensions being administrators) – clarification of process given.
- Delay in processing calculations – clarification provided that information provided within statutory timescales.

IDRP stage 1 (administrative or employer decisions)

- Both member refund complaints – clarification on statutory options available provided.

IDRP Stage 2 Panel

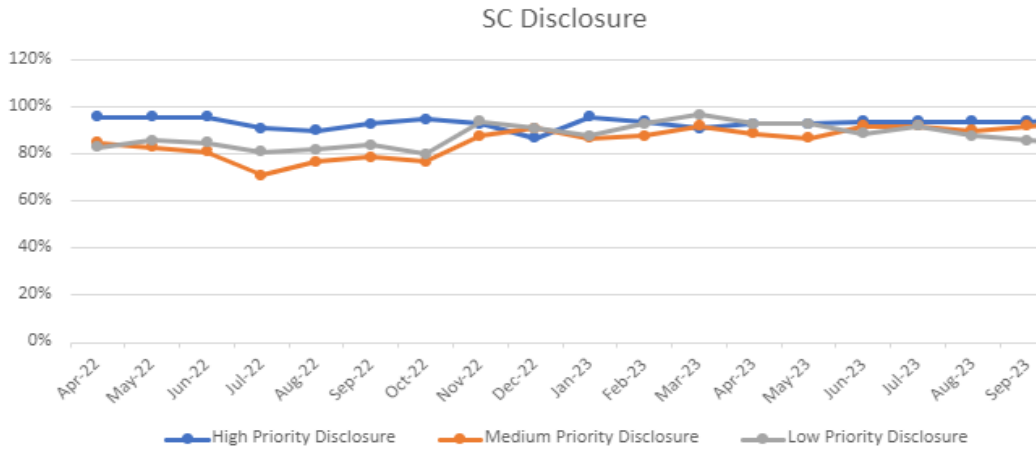
- Refund requested – upheld – letter not received/address query – ‘benefit of doubt given’ and refund awarded.

Medium Priority Cases

	Total Cases	Performance (Disc Regs)
AMALGAMATION OF RECORDS	428	87%
DEFERRED BENEFIT CALCULATIONS	839	80%
DIVORCE CALCULATIONS	61	97%
EMPLOYER QUERIES	34	74%
ESTIMATES (BULK)	0	-
ESTIMATES (EMPLOYER)	24	100%
ESTIMATES (MEMBER)	22	91%
GENERAL	546	99%
HMRC	67	100%
MEMBER SELF SERVICE	734	100%
TOTAL	2755	91%

Low Priority Cases

	Total Cases	Performance (Disc Regs)
ESTIMATES (OTHER)	50	66%
GMP QUERIES	13	100%
INTERFUND TRANSFERS IN	54	85%
INTERFUND TRANSFERS OUT	112	84%
PENSION TOP UPS	96	99%
FROZEN REFUNDS	320	91%
NEW STARTERS	1	100%
PENSION TRANSFERS IN	54	83%
PENSION TRANSFERS OUT	68	88%
TOTAL	768	88%

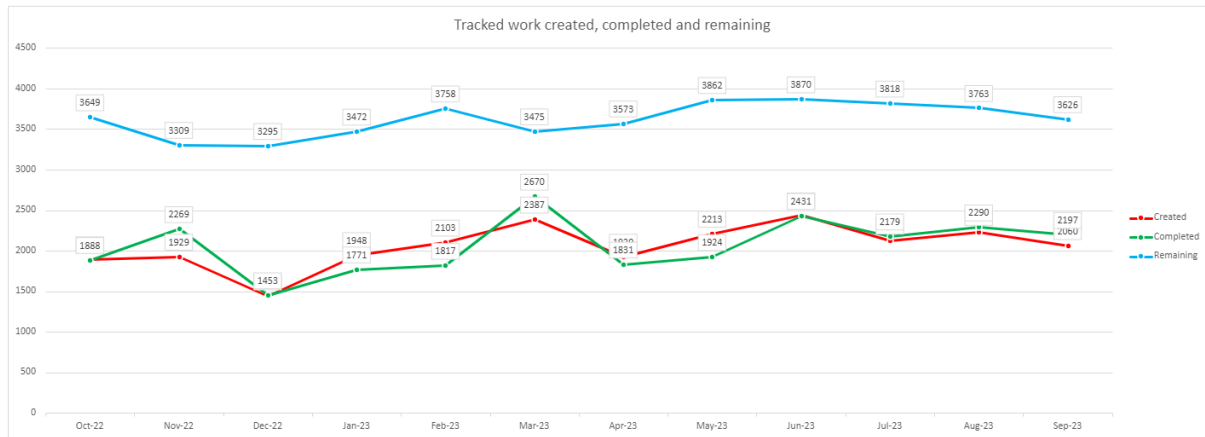


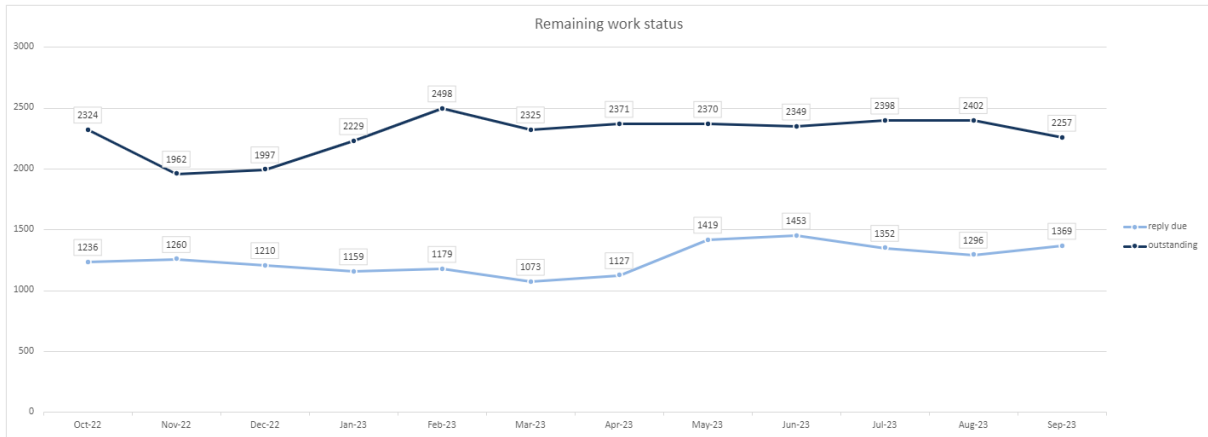
Appendix 2

Administration Performance

1st October 2022 – 30th September 2023

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Sep-23	2060	2197	106.65%	3626	1369	2257





APPENDIX 3

**Work received 12 month rolling period 1st October 2022 – 30th September 2023
(against same period for previous financial year)**

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/10/2021	30/09/2022	25234	25392	3903
01/10/2022	30/09/2023	24706	24720	3623

