

Pension Fund Committee

Agenda Item 7

Review of administration performance

Lead Officer: Jason Vaughan: Executive Director – Resources and Corporate Services
(Section 151 Officer)

Author: Rachel Lamb, Head of Peninsula Pensions

Contact Details: (01392) 383000
Rachel.lamb@devon.gov.uk

1. Summary

1.1 Administration quarterly performance report.

2. Issues for consideration

2.1 The Committee note the report and actions being undertaken by officers to ensure compliance and best practice.

3. Background

3.1 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. The information provided within this report is based around the statutory targets only, as outlined above.

3.2 Performance targets are monitored via a task management system and reporting tool within the pension database.

3.3 This report also encompasses an update on employer bodies covered by the Fund.

4. Administration team performance

4.1 Total performance against the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 for the quarter ending 31st December 2023 was 93% (94% for High Priority procedures).

- 4.2 During the quarter, the team received 26 compliments.
- 4.3 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Somerset Pension Fund only for the quarter ending 31st December 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.
- 4.4 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st January 2023 to 31st December 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'.
- 4.5 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 an increase in demand.

5. Employer updates

5.1 New Employers

On 11 December 2023 Old Cleve Parish Council has become an employer within the Somerset Pension Fund. It will offer the LGPS to Clerk and Responsible Financial Officer.

Academies

On 1 September 2023 Blackdown Education Partnership set up BEP Central staff to recognise that some staff will cover all academies.

On 1 December 2023 Stoke St Gregory Primary School became an academy and became part of Oak Partnership Trust.

On 1 December 2023 Castle Cary Community Primary School converted to an academy and joined The Academy For Character And Excellence (ACE). ACE now have academies in both the Somerset and Devon Pension Funds.

On 1 December 2023 Heathfield Community School converted to an Academy and Joined The Cabot Learning Federation. They have then renamed themselves Monkton Wood Academy.

Cessations

None

6. Background papers

6.1 McCloud:

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

Peninsula Pensions continue to work on the implementation of the remedy accordingly and liaise with software providers as required.

Review of Pension Administration Strategy:

Please see separate Paper.

Note: For sight of individual background papers please contact the report author.

Administration Performance – 1st October 2023 – 31st December 2023

(Somerset Pension Fund)

Performance Summary

	Total Cases	Performance (Disc Regs)
High Priority Procedures	1683	94%
Medium Priority Procedures	2668	95%
Low Priority Procedures	772	82%
TOTAL	5123	93%

High Priority Cases

	Total Cases	Performance (Disc Regs)
CHANGES	134	96%
COMPLAINTS (FIRST INSTANCE)*	8	100%
COMPLAINTS (STAGE 1 IDR P)*	2	100%
COMPLAINTS (STAGE 2 IDR P)*	1	100%
DEATHS	171	82%
DEFERRED (OVER 55)	216	98%
PAYROLL	324	96%
REFUNDS	12	92%
RETIREMENTS (ACTIVE)	306	96%
RETIREMENTS (DEFERRED)	509	94%
TOTAL	1683	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 8 complaints received in the quarter, only 3 of them were actual complaints. The 5 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.
- Clarification provided relating to transfer of pension benefits from Teachers Pensions Scheme to LGPS, with regards to differences in ‘normal pension age’ of schemes.
- Delay in processing calculations and providing documentation– clarification provided that information provided within statutory timescales and communication letter had been provided.

IDRP stage 1 (administrative or employer decisions)

- Member refund complaint – clarification on statutory options available provided.
- Transfer delay impacting on annual allowance – upheld and compensation offered to member.

IDRP Stage 2 Panel

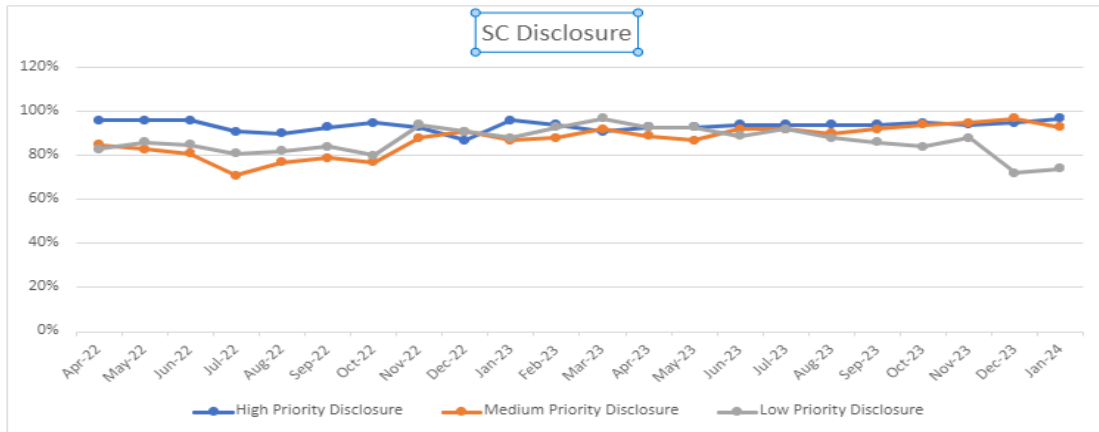
- Refund requested – upheld – letter not received/address query – ‘benefit of doubt given’ and refund awarded.

Medium Priority Cases		
	Total Cases	Performance (Disc Regs)
AMALGAMATION OF RECORDS	392	78%
DEFERRED BENEFIT CALCULATIONS	806	95%
DIVORCE CALCULATIONS	27	93%
EMPLOYER QUERIES	52	96%
ESTIMATES (BULK)	0	-
ESTIMATES (EMPLOYER)	51	100%
ESTIMATES (MEMBER)	32	97%
GENERAL	509	99%
HMRC	83	98%
MEMBER SELF SERVICE	716	100%
TOTAL	2668	95%

Total Cases	Performance (Disc Regs)
-------------	-------------------------

Low Priority Cases

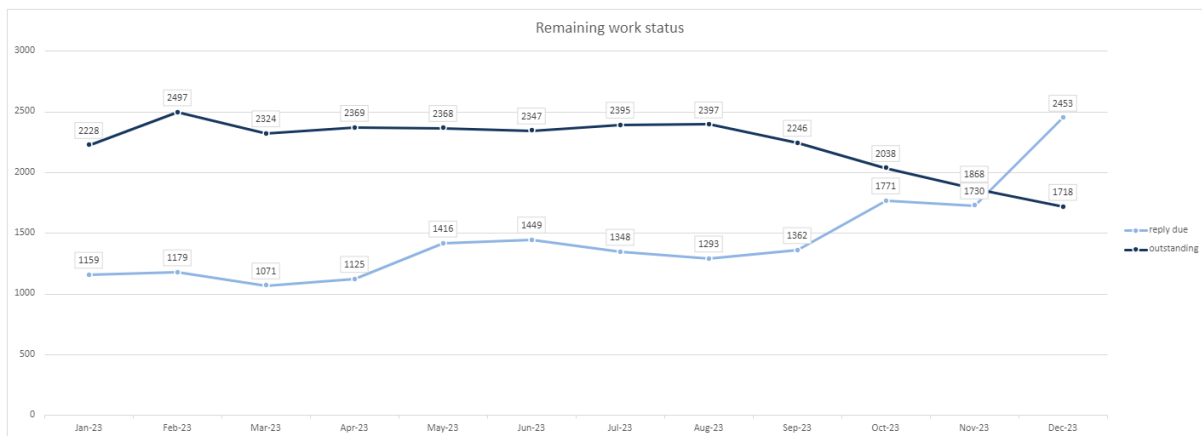
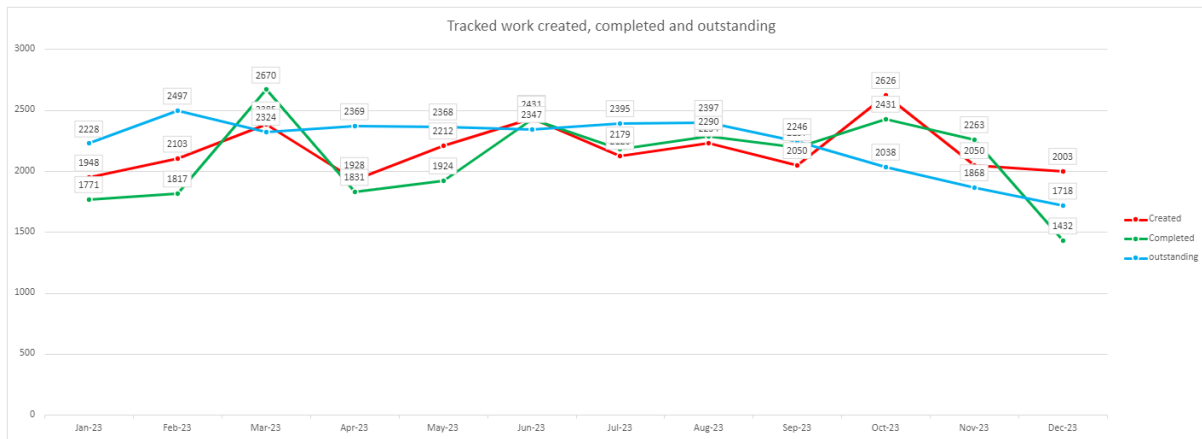
ESTIMATES (OTHER)	45	84%
GMP QUERIES	8	100%
INTERFUND TRANSFERS IN	38	74%
INTERFUND TRANSFERS OUT	88	78%
PENSION TOP UPS	85	95%
FROZEN REFUNDS	419	78%
NEW STARTERS	0	-
PENSION TRANSFERS IN	50	86%
PENSION TRANSFERS OUT	39	100%
TOTAL	772	82%



Administration Performance

1st January 2023 – 31st December 2023

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Dec-23	2003	1432	71.49%	4171	2453	1718



**Work received 12 month rolling period 1st January 2023 – 31st December 2023
(against same period for previous financial year)**

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/01/2022	31/12/2022	25120	25659	3790
01/01/2023	31/12/2023	26103	25236	3737

