

Review of Administration Performance

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1. Summary

1.1 Administration quarterly performance report.

2. Recommendation

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. In addition there are some internal targets outlined within the [Pension Administration Strategy](#) which the team aim to achieve.

3.2 Performance targets are monitored via a task management system and reporting tool within the pension administration 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 30th September 2024 was 87% (92% for High Priority procedures).

4.2 During the quarter, the team received 16 recorded compliments.

4.3 Appendix 1 of the report provides a detailed breakdown of administration performance relating to the Somerset Pension Fund only for both the quarter ending 30 September 2024 against both the Statutory Disclosure Regulations and internal targets where applicable. 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 June 2022.

- 4.4 Appendix 2 of the report highlights the longer-term performance of Peninsula Pensions (Somerset Fund only) from 1st October 2023 to 30th September 2024. 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 admitted body employers

On 1 August 2024 Futura Learning Trust (Bridgewater Schools) transferred their cleaning services to Churchill Contract Services.

On 1 August 2024 Priory Learning Trust (St Andrews School) transferred their catering services to Aspen Services.

On 1 August 2024 Bridgewater & Taunton College transferred their catering services to Innovate (Impact Food).

On 1 September 2024 King Arthur's School (SAST) transferred their catering services to Aspen Services.

On 1 September 2024 Churchfield School (Bath & Wells MAT) transferred their cleaning staff to Green Machine SW Limited.

5.2 New academies

On 1 July 2024 Ashlands CofE Primary School joined Quantock Education Trust.

On 1 July 2024 Frome College joined Midsomer Norton Partnership.

On 1 September 2024 Brookside Academy (Community Primary School) joined Bridgewater and Taunton College Trust.

5.3 New town councils

None

5.4 Cessations

On 31 July 2024 Aspens ceased their catering contract with Bridgewater & Taunton College Trust.

6. Other issues

6.1 McCloud

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

There is a project team of 2.5 full time equivalent (FTE) staff allocated to the LGPS McCloud Remedy. The team will be reviewing pension calculations as below, with the intention of completing prior to the issue of the 24/25 annual benefit statements due by 31 August 2025. We are currently recruiting 1 further FTE staff member to work on the project.

Members identified to date requiring a calculation review (though not necessarily entitled to an underpin addition): 2,720 (170 of these are Pensioner/Survivor scheme members). Please note that these figures exclude scheme members that have changed jobs and joined (amalgamated) their pension records together and require a review accordingly.

6.2 Annual Benefit Statements:

The annual benefit statement deadline of 31st August 2024 was achieved in advance for both active and deferred members as below:

Active Members: 19,765 issued (of which 683 had paper copies).

Deferred Members: 28,486 issued (of which 1,029 had paper copies).

6.3 The Pension Dashboard:

[Homepage | UK Pensions Dashboards Programme](https://www.legislation.gov.uk/ukdsi/2022/9780348239645/contents)
<https://www.legislation.gov.uk/ukdsi/2022/9780348239645/contents>
[Pensions dashboards: guidance on connection: the staged timetable - GOV.UK](#)

Peninsula Pensions are starting to test the Integrated Service Provider (ISP) provided by Heywood (pension administration software provider), this year, to ensure that we can comply with the statutory connection deadline of 31st October 2025 and any data cleansing required in advance.

6.4 Staffing:

Peninsula Pensions raised concerns about resignation of experienced staff in the previous quarter, where a higher/different package had been offered by another administrator. A review of the remuneration structure of the administration team was undertaken and measures put in place to ensure that DCC offers competitive salaries for the roles specifically impacted, as staff retention in vital roles is imperative for the Shared Service.

7. Consultations undertaken

7.1 None

8. Financial implications

8.1 There are no Specific financial implications associated with this report. The costs of the administration service provided by Peninsula Pensions are charged to the Fund.

9. Legal implications

9.1 Under the LGPS regulations the Fund is required to calculate and pay benefits and manage the administration/data records of the membership. There are no specific legal implications associated with this report.

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

Appendix 1

Administration Performance: 1st July 2024 – 30th Sept 2024

(Somerset Fund)

* On average for Q1 period: July 2024 – September 2024:

1. Total days from member retirement to date payment processed = 40 days.
2. Number of days after retirement date to receive information from employer = 7 days.
3. Number of days for member options to be provided; member to make choice by returning completed forms; and payment processed = 33 days.
4. 52% of retirement notifications received in advance of retirement.
5. 17% of retirement notifications received more than 1 month after date of retirement.

Performance Summary

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)
High Priority Procedures	1536	92%
Medium Priority Procedures	2557	88%
Low Priority Procedures	702	76%
TOTAL	4795	87%

High Priority Cases

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target - 10 working days from receipt of all information)
Changes	142	99%	
Complaints (First Instance)	9	100%	89%
Complaints (Stage 1 IDRP)	1	100%	
Complaints (Stage 2 IDRP)	-	-	
Deaths	223	80%	
Deferred (Over 55)	120	100%	
Payroll	325	93%	95%
Refunds	6	100%	
Retirements (Active)*	205	92%	88%
Retirements (Deferred)	505	92%	84%
TOTAL	1536	92%	

Medium Priority Cases

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target - 10 working days from receipt of all information)
Amalgamation of Records	475	59%	
Deferred Benefit Calculations	722	85%	
Divorce Calculations	63	79%	
Estimates (Bulk)	-	-	
Estimates (Employer)	22	100%	100%
Estimates (Member	13	100%	
General	921	100%	99%
HMRC	-	-	
Member Self-Service	341	100%	
TOTAL	2557	88%	

Low Priority Cases

	Total Cases	Performance (Disc Regs – statutory requirement - whole process)	Performance (PAS internal target - 10 working days from receipt of all information)
Estimates (Other)	76	96%	
GMP Queries	-	-	
Interfund Transfers In	41	83%	
Interfund Transfers Out	67	79%	
Pension Top Ups	118	99%	
Frozen Refunds	293	53%	97%
New Starters	-	-	
Pension Transfers In	46	98%	93%
Pension Transfers Out	61	92%	80%
TOTAL	702	76%	

NB: Employer performance will be reported separately for the 24/25 financial year and therefore no longer included within this report.

* **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 9 complaints received in the quarter, all were resolved at first level:

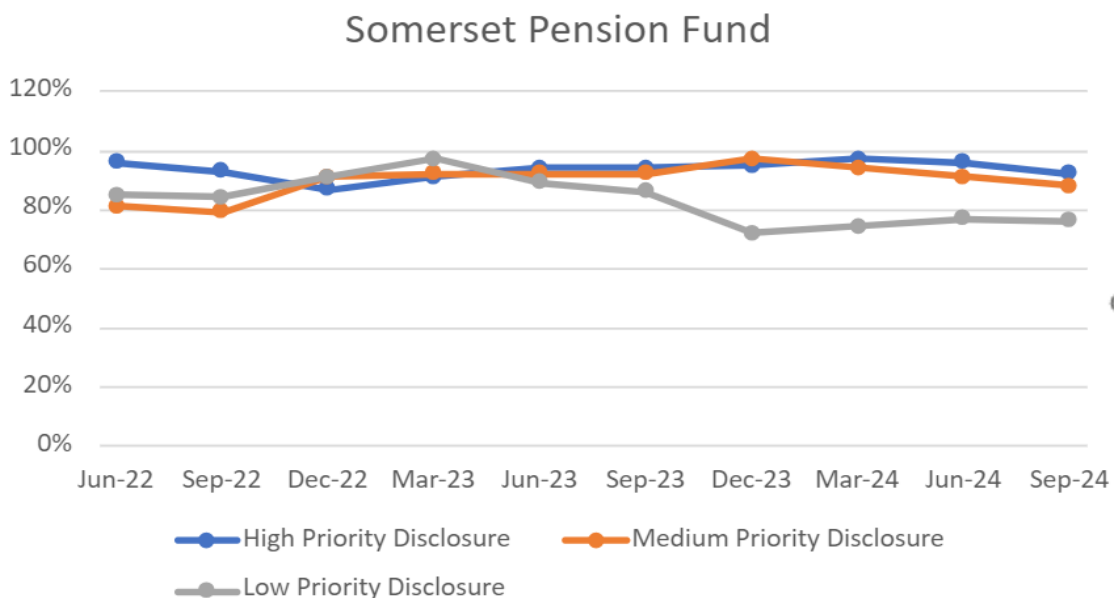
- 5 relating to statutory timescales / regulations around different types of calculations – clarification provided to members (and relevant links to website outlining further explanation given).
- 3 referred to third party delays with information from either other administrators or employers pending – third parties contacted further accordingly.
- 1 related to correspondence issued and provided feedback on making information clearer to scheme members – amendment made accordingly.

IDRP stage 1 (administrative or employer decisions)

- The one IDRP was an ill health decision review request by member for Individual Employer.

IDRP Stage 2 Panel

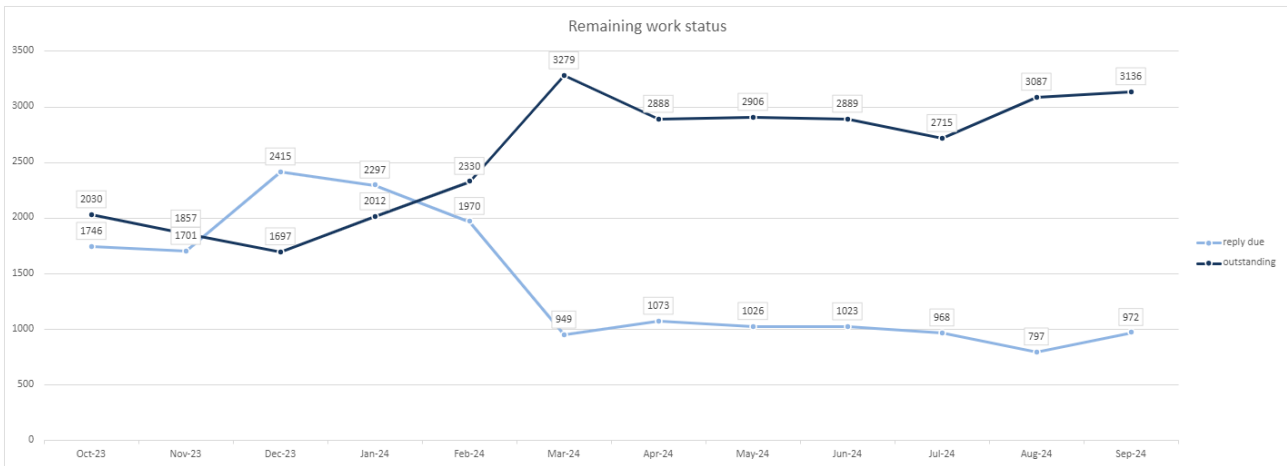
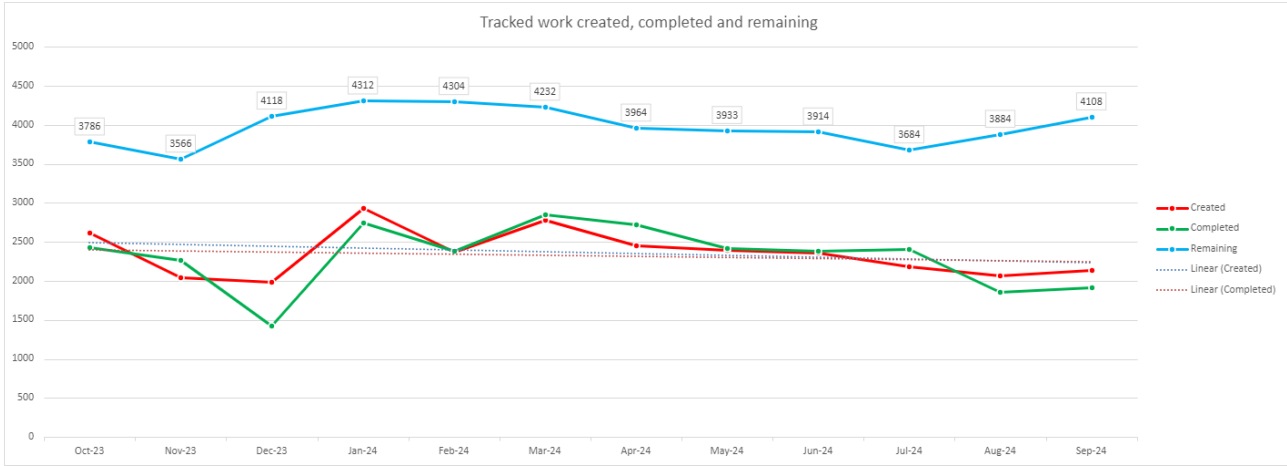
- None



Appendix 2

Administration Performance: 1 October 2023 – 30 September 2024

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Sep-24	2143	1919	89.55%	4108	972	3136



Appendix 3

Work received 12 month rolling period 1 October 2023 – 30 September 2024

(against same period for previous financial year)

from	to	Work Created	Work Completed
01/10/2022	30/09/2023	24666	24720
01/10/2023	30/09/2024	28357	27850

