

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 31 December 2024 was 88% (94% for High Priority procedures).

4.2 During the quarter, the team received 12 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 31 December 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 1 January 2024 to 31 December 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

None

5.2 New academies

1 November 2024 Kilmersdon Church Primary School joined the Bath and Wells Multi Academy Trust.

December 2024 Beckington Church Of England First School and Mells Church Of England First School joined the Bath and Wells Multi Academy Trust.

December 2024 Evercreech Primary School and Lovington C of E Primary School joined the Preston Primary Academy Trust.

5.3 New town councils

None

5.4 Cessations

None

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 currently a project team of 2.5 full time equivalent (FTE) staff allocated to the LGPS McCloud Remedy. The team are reviewing pension calculations, with the intention of completing prior to the issue of the 24/25 annual benefit statements due by 31 August 2025. One additional staff member has been recruited to work on the project allowing for 3.5 full time equivalent staff members allocated to the project from February 2025.

6.2 Personal Savings Statements 2023/24 (Annual Allowance)

The Annual Allowance is the limit on how much money a scheme member can contribute to their pension in any one tax year while still benefiting from tax relief. It is also the maximum amount of tax free growth a pension can have in one year. If a member exceeds the annual allowance, they must be issued with a personal savings statement by the scheme administrators, and may have to pay an annual allowance charge.

The personal savings statements deadline of 6 October 2024 was achieved in advance for any members exceeding the limit for 2023/24 of £60,000 as below:

Active Members: 29 statements issued

- 12 members with a tax charge
- 8 with carry forward from previous years offset against tax charge
- 9 members close to the limit and provided with a statement for information

6.3 The Pension Dashboard:

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

Peninsula Pensions have undertaken Stage 1 of testing the Integrated Service Provider (ISP) provided by Heywood (pension administration software provider) – this was finalised in December 2024. Stage 2 cannot be undertaken until later in 2025 – scheduled for May. This will ensure that we can comply with the statutory connection deadline of 31 October 2025 and any data cleansing required in advance. Although the Dashboard will not be available to the public on the connection date, testing will occur nationally prior to release. Heywood's data cleansing module will be being used in the interim period which will allow more thorough verification checks than the current provider, at a cheaper cost.

6.5 Staffing:

All new staff recruited in the last quarter are still in training and doing well.

Accommodation – the team are currently in the process of moving to a new office within Great Moor House, Exeter and are due to be in new accommodation from Monday 10 February 2025. Due to hybrid working arrangements, the decision has been taken for the team to move to a smaller office at a reduced cost.

6.6 Employer performance reports:

All employers in the Fund that have outstanding member information due to be sent to Peninsula Pensions, received a report in December 2024 outlining those members where further data is required. The covering email included a clear reminder of the consequences of not engaging with us and providing the data with reference to Appendix C (fines/charges) of the [Pension Administration Strategy](#).

Employers with no outstanding queries will receive their reports by 31 March 2025.

7. Consultations undertaken

7.1 None

8. Financial implications

8.1 None.

9. Background papers

9.1 None

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

Appendix 1

Administration Performance: 1st Oct 2024 – 31st Dec 2024

(Somerset Fund)

* On average for Q3 period: October 2024 – December 2024:

1. Total days from member retirement to date payment processed = 37 days.
2. Number of days after retirement date to receive information from employer = 6 days.
3. Number of days for member options to be provided; member to make choice by returning completed forms; and payment processed = 31 days.
4. 57% of retirement notifications received in advance of retirement.
5. 14% 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	1654	94%
Medium Priority Procedures	2372	90%
Low Priority Procedures	800	69%
TOTAL	4826	88%

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	111	96%	
Complaints (First Instance)	9	100%	95%
Complaints (Stage 1 IDR)	0	-	
Complaints (Stage 2 IDR)	0	-	
Deaths	173	88%	
Deferred (Over 55)	197	99%	
Payroll	306	99%	96%
Refunds	5	100%	
Retirements (Active)*	344	91%	88%
Retirements (Deferred)	496	94%	90%
TOTAL	1654	94%	

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	447	67%	
Deferred Benefit Calculations	696	87%	
Divorce Calculations	38	82%	
Estimates (Bulk)	0	-	
Estimates (Employer)	183	100%	100%
Estimates (Member	19	89%	
General	856	100%	100%
HMRC	35	100%	
Member Self-Service	98	100%	
TOTAL	2372	90%	

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)	4	100%	
GMP Queries	0	-	
Interfund Transfers In	85	46%	
Interfund Transfers Out	84	77%	
Pension Top Ups	93	98%	
Frozen Refunds	383	60%	97%
New Starters	57	100%	
Pension Transfers In	48	71%	98%
Pension Transfers Out	46	72%	61%
TOTAL	800	69%	

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:

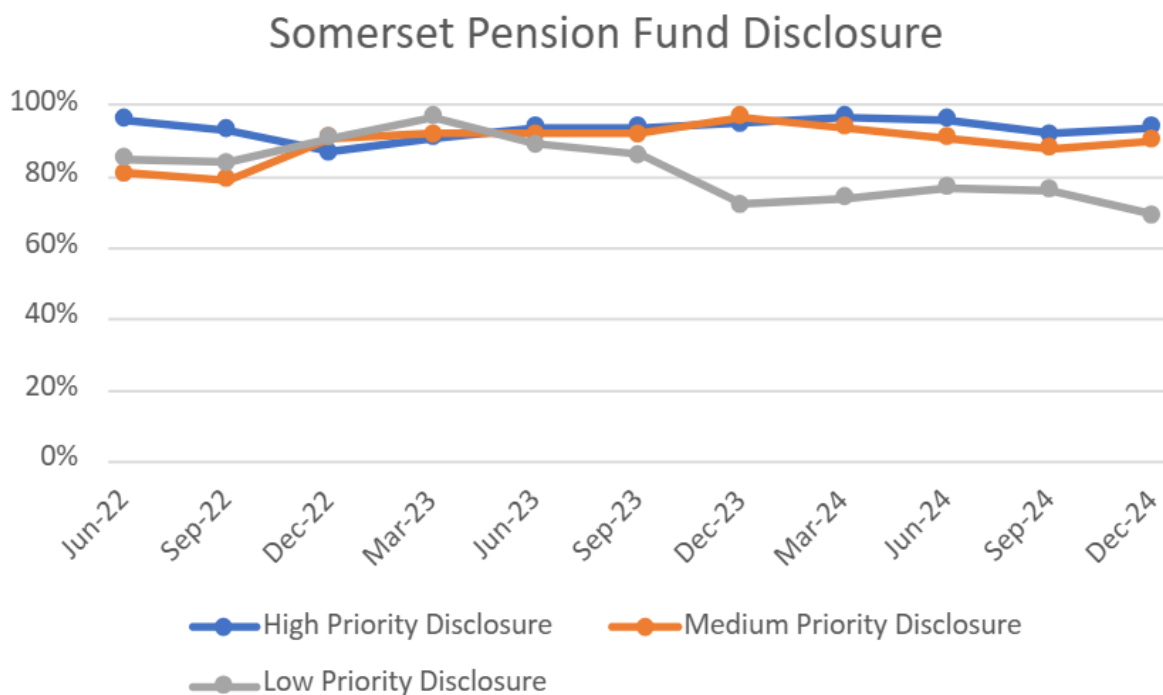
- 4 relating to statutory timescales / regulations around different types of calculations – clarification provided to members (and relevant links to website outlining further explanation given).
- 4 referred to third party delays with information from either other administrators or employers pending – third parties contacted further accordingly.
- 1 related to missing documentation not included with correspondence as indicated – apology issued and statement provided accordingly

IDRP stage 1 (administrative or employer decisions)

- None

IDRP Stage 2 Panel

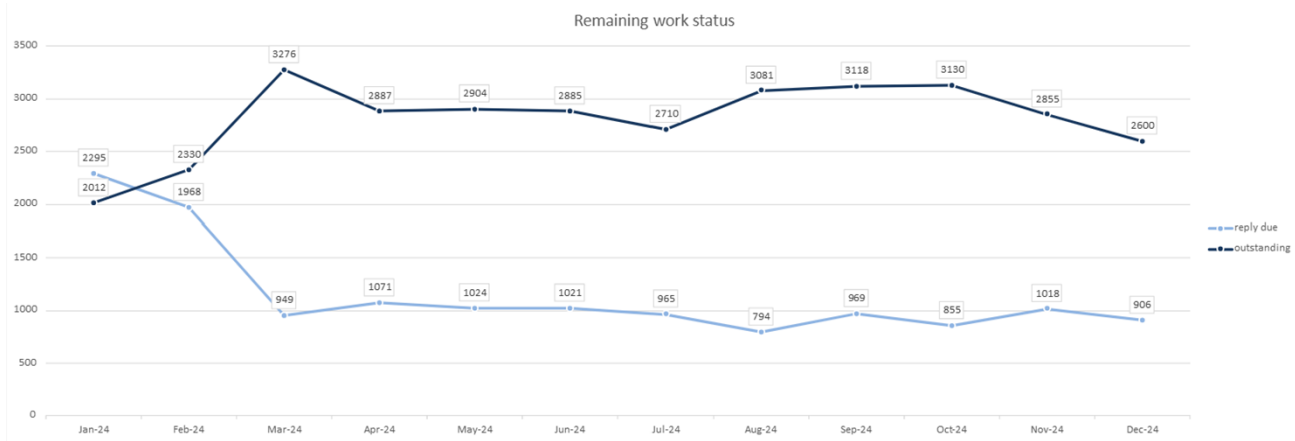
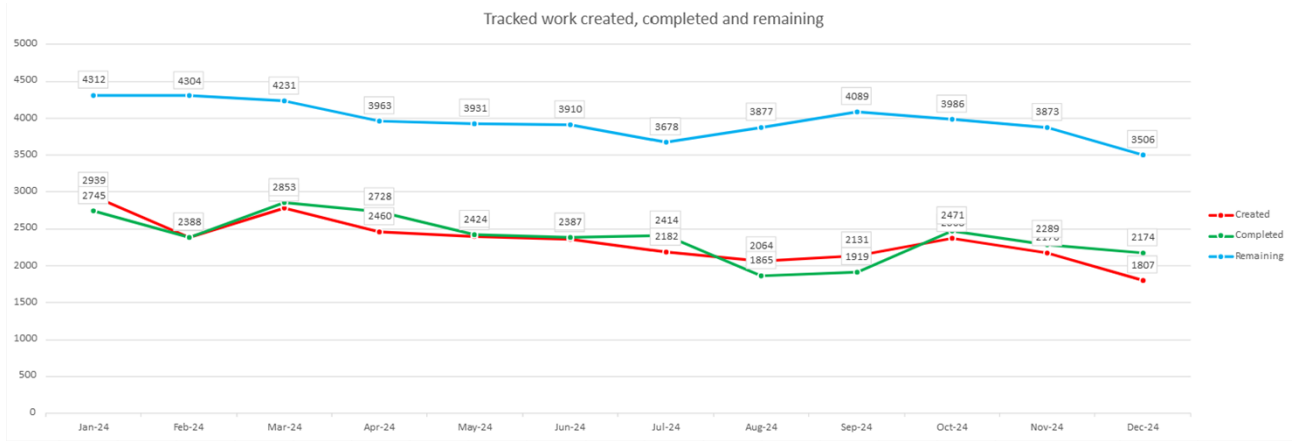
- None



Appendix 2

Administration Performance: 1st January 2024 – 31st December 2024

Month	Created	Completed	completion rate	Remaining	reply due	outstanding
Dec-24	1807	2174	120.31%	3506	906	2600



Appendix 3

Work received 12 month rolling period 1st January 2024 – 31st December 2024

(against same period for previous financial year)

from	to	Work Created	Work Completed	Average Monthly Work Remaining
01/01/2023	31/12/2023	26044	25237	3724
01/01/2024	31/12/2024	28045	28657	3972

