

Public Sector Pensions Authority

Operations Report

Quarter 3

February 2020



**Isle of Man**  
Government

*Reilrys Ellan Vannin*

# Operations Report

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## Executive summary

### Membership Information

The figures shown on page's 5 to 8 reflect current membership data held by the PSPA.

### Work Statistics

The number of tasks outstanding at the end of the quarter is 1079. This exceeds the operational goal of having no more than 300 tasks outstanding. The total output over the quarter was 1406 cases completed, with 1092 cleared within the service Level Agreements (SLA) shown below, resulting in performance 77%.

### Service Level Agreements (SLA)

The service level agreements are:

- 5 working days for miscellaneous enquiries
- 7 working days for Estimates
- 8 working days for New Starters
- 9 working days for Transfers, Deaths, Deferred Preservations, Refunds and Awards

### Operation Team - Work for the next period (Q4 2019-20)

#### Implementation of PiP

The PSPA is still working with the OHR on numerous data issues, including the delays and levels of accurate data being reported for starters and leavers and the mandatory financial data it requires to manage and administer the pension schemes. The PSPA has seconded Data Project Manager to work within OHR Payroll to attempt to address these issues.

#### Annual Benefit Statements to 31 March 2019

**Active and Current Members:** The Active Annual Benefits Statements are delayed this year due to the lateness of the annual financial information (AFI) from the central government payroll, which has been delayed due to the implementation of PiP, errors in data and resources. The work to collate the employer's annual financial (AFI) data from April to August 2018 and then merge with the new PiP system MFI data from September 2018 to March 2019 is in development and was tabled for completion by PiP project team for September 2019. The PSPA have been advised that the data will be delayed until 15 November 2019. A consequence of this is that production of the statements will be delayed and members have been advised that the statements will not be produced until March / April 2020.

**Deferred Members:** Annual Benefits Statements have been issued.

#### Continued to delays in processing retirements, refunds and leavers

Due to limited resources in OHR Payroll, the PSPA are not receiving final pay data at the time of claim and this may lead to delays of 4 weeks. The PSPA will endeavour to manage expectations and ensure the Payroll Office is aware of the most urgent cases, which are claims for retirements and deaths. Other claims such as for refunds, transfers and preservations are currently delayed and as such service turnaround times have been extended.

### PSPA Accounts

The latest set of audited accounts for the public sector schemes managed and administered by the PSPA have been approved by Tynwald and are published on the PSPA's website at [www.pspa.im](http://www.pspa.im)

### Declaration of Entitlement Exercise

The PSPA has undertaken its annual exercise to contact all pensioners and those in receipt of a pension or allowance who reside overseas. The purpose of the exercise is to seek proof of life and where relevant, the individuals continued eligibility to receive a public sector pension or allowance.

### Public Sector Scheme Reform

#### Judicial Pensions:

The PSPA has finalised its consultation of reforms to the Judicial Pension Scheme 2004 and the amending legislation is due to be offered to Tynwald for its consideration in February 2020.

#### Cost Sharing:

The PSPA is consulting on the proposed amendments to the Isle of Man Government Unified Scheme 2011 and the Teachers Superannuation Order 2011. The PSPA proposes to implement a cost sharing methodology via the Public Sector Pensions (Cost Sharing) Scheme 2019. The consultation period started on Monday 2 December 2019 and will close at midday on Monday 2 March 2020 when feedback will be considered by the PSPA and then the Council of Ministers before finalising the statutory documents for Tynwald approval soon after. Further information and how to respond to the consultation can be found on the Cost Sharing pages of the PSPA's website.

## PSPA administration team

Below are the contact details of the team administering the IOM Public Service Pension Schemes:

Team Member	Name	Contact Details
<b>Operations Manager</b> (Quotes, Awards and Deaths)	John McMillan	T 686388 E <a href="mailto:john.mcmillan@pspa.im">john.mcmillan@pspa.im</a>
<b>Systems Manager</b> (Data, refunds, transfers)	Recruitment in Progress	T 687097 E
<b>Governance Manager</b>	Jane Mooney	T 685739 E <a href="mailto:jane.mooney2@pspa.im">jane.mooney2@pspa.im</a>
<b>Governance Team Leader</b>	Marta Ludwigg-Looney	T 685733 E
<b>Director - Operations</b>	Kath Brondon	T 687023 E <a href="mailto:kath.brondon@pspa.im">kath.brondon@pspa.im</a>

## Pension Scheme Membership information

This section sets out the membership profile of each scheme as at the 1 October 2019. The PSPA reports the number of memberships in a scheme not the number of individual members. This is because schemes operate a "one employment equals one membership" rule. As such, members who are employed in multiple employments will have multiple memberships.

### Active Memberships

Scheme Name	Active Memberships
Isle of Man Government Unified Scheme	10001
Judicial Scheme 2004	8
Police Pension Regulations 1991 and 2010	223
Teachers Superannuation Order 2010	1429
<b>Total</b>	<b>11661</b>

### Deferred Members with Preserved Benefits

Scheme Name	Deferred Memberships
Isle of Man Government Unified Scheme	2828
Police Pension Regulations 1991 and 2010	57
Teachers Superannuation Order 2010	351
The Superannuation Manual Workers No1 Scheme	4
<b>Total</b>	<b>3240</b>

### Pensioners

Scheme Name	Pensioner Memberships
Isle of Man Government Unified Scheme	5849
Judicial Scheme 2004	8
Police Pension Regulations 1991 and 2010	287
Teachers Superannuation Order 2010	1112
The Superannuation Manual Workers No1 Scheme	64
<b>Total</b>	<b>7320</b>

## Retirement Cases

The table below details the number and description of Retirement Cases completed during the reporting period.

Scheme	Description	Number
Teachers	Normal Retirement	2
Police Pension Regulations	Normal Retirement	2
Unified Scheme	Normal Retirement	37
Unified Scheme	Ill Health Retirement	2

Description Key	Type
Normal Retirement	Member has collected their pension entitlement at or after their schemes permitted retirement age.
Ill Health Retirement	Member has been awarded their pension early due to ill health
Actuarial Reduced Retirement	Member has collected their pension earlier than the schemes Normal Retirement Age
Augmented Retirement	Member has retired on grounds of redundancy or approved early retirement and received augmented benefits

## Forthcoming retirements

This section highlights the members of the schemes who will attain or will be beyond their Normal Retirement Date (NRD) within the next quarter.

<b>Scheme</b>	<b>Normal Retirement Age (NRA)</b>	<b>Number</b>
Judicial 2004	65	3
Police 1991	55	8
Teachers 2007 (with pre 2007 service)	60	64
Teachers 2007 (with post 2006 service only)	65	24
Unified Scheme	65	173

### NOTE

- For the purposes of this report we have assumed a NRA for all Unified Scheme members as age 65.
- Although this table is based upon the Normal Retirement Age (NRA) for each Scheme, there are variations which mean that some members can retire at differing ages and a number of members retire after NRA. For the purpose of this table, only the Normal Scheme Retirement Age has been analysed.



## Financials

Table 1 on pages 9 and 10 reports the income and expenditure from the schemes managed by the PSPA for the year end to 31 December 2019. It includes data for the previous five years for comparison purposes. It is important to note that these figures are compiled on a cash flow basis and are unaudited. Furthermore, the figures are subject to rounding and may not correctly total.

### Commentary and Observations:

1. There were 43 retirements recorded in the quarter to 31 December 2019. The total number of retirements for previous years are listed in the table below:

<b>Scheme Year</b>	<b>Number of retirements</b>
2010-11	224
2011-12	353
2012-13	368
2013-14	366
2014-15	393
2015-16	398
2016-17	345
2017-18	355
2018-19	328
2019-20	184

2. For the quarter to 31 December 2019 the average retirement age for retirements was 58 years and 10 months. The average retirement ages of previous years are shown below:

<b>Scheme Year</b>	<b>Average Retirement Age</b>
2013-14	59 years and 7 months
2014-15	59 years and 2 months
2015-16	59 years and 2 months
2016-17	59 years and 7 months
2017-18	59 years and 6 months
2018-19	59 years and 4 months

3. Transfers-in: total transfers into the schemes to the end of the third quarter was £83,000.
4. Transfers-out: total transfers out from the schemes to the end of the third quarter was £774,000.
5. Income and Expenditure: total income to the end of the third quarter was £51.1 million and expenditure totalled £75.4 million.

<b>Table 1</b>		<b>Unified Scheme</b>	<b>Teacher s' Scheme</b>	<b>Police 1991 &amp; 2010 Schemes</b>	<b>Judicial 1992 &amp; 2004 Schemes</b>	<b>Manual Workers No 1</b>	<b>TOTAL</b>
<b>INCOME</b>	<b>Year</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Contributions	2014/15	22,502	8,872	1,050	33	5	32,548
Contributions	2015/16	23,437	8,952	1,002	37	5	33,519
Contributions	2016/17	46,018	9,397	2,072	205	3	57,695
Contributions	2017/18	47,908	9,680	2,087	220	2	59,897
Contributions	<b>2018/18</b>	<b>50,963</b>	<b>9,836</b>	<b>2,063</b>	<b>209</b>	<b>0</b>	<b>62,871</b>
<b>Contributions Q3</b>	<b>2019/20</b>	<b>41,658</b>	<b>7,510</b>	<b>1,692</b>	<b>163</b>	<b>0</b>	<b>51,023</b>
Transfers In	2014/15	2,254	347	3	0	0	2,604
Transfers In	2015/16	863	247	348	646	0	2,103
Transfers In	2016/17	843	419	351	0	0	1,613
Transfers In	2017/18	953	822	965	0	0	2,740
Transfers In	2018/19	1,562	1,050	783	0	0	3,395
<b>Transfers In Q3</b>	<b>2019/20</b>	<b>76</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>83</b>
Other - Early Retirements	2014/15	1,232	100	0	0	0	1,332
Other - Early Retirements	2015/16	1,387	85	0	0	0	1,472
Other - Early Retirements	2016/17	495	0	0	0	0	495
Other - Early Retirements	2017/18	135	0	0	0	0	135
Other - Early Retirements	2018/19	87	0	0	0	0	87
<b>Other - Early Retirements Q3</b>	<b>2019/20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Income	2014/15	25,988	9,319	1,053	33	5	36,484
Total Income	2015/16	25,686	9,284	1,350	683	5	37,095
Total Income	2016/17	47,356	9,816	2,423	205	3	59,803
Total Income	2017/18	48,996	10,502	3,052	220	2	62,772
Total Income	2018/19	52,614	10,946	2,990	209	0	66,759
<b>Total Income Q3</b>	<b>2019/20</b>	<b>41,734</b>	<b>7,510</b>	<b>1,699</b>	<b>163</b>	<b>0</b>	<b>51,106</b>
<b>EXPENDITURE</b>	<b>Year</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Pensions in Payment	2014/15	37,155	11,458	4,919	415	383	55,110
Pensions in Payment	2015/16	40,631	12,186	5,296	420	361	59,712
Pensions in Payment	2016/17	43,805	12,395	5,641	484	354	62,679
Pensions in Payment	2017/18	47,130	12,879	6,079	495	348	66,931
Pensions in Payment	2018/19	50,947	13,428	6,384	480	351	71,590
<b>Pensions in Payment Q3</b>	<b>2019/20</b>	<b>-40,059</b>	<b>-10,388</b>	<b>-4,395</b>	<b>-313</b>	<b>-262</b>	<b>-55,417</b>
Lump Sums/Awards Paid	2014/15	28,746	3,160	1,945	0	70	33,921
Lump Sums/Awards Paid	2015/16	20,914	3,824	2,696	0	8	27,500
Lump Sums/Awards Paid	2016/17	23,716	1,936	1,350	181	56	27,239
Lump Sums/Awards Paid	2017/18	25,245	2,996	2,398	51	38	30,728
Lump Sums/Awards Paid	2018/19	20,708	2,392	1,173	0	0	24,273
<b>Lump Sums/Awards Paid Q3</b>	<b>2019/20</b>	<b>-16,920</b>	<b>-1,240</b>	<b>-960</b>	<b>0</b>	<b>0</b>	<b>-19,120</b>
Triviality Payments	2018/19	2,317	111	87	0	0	2,515
<b>Triviality Payments Q3</b>	<b>2019/20</b>	<b>-851</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-851</b>
Transfers Out	2014/15	5,387	1,157	10	0	0	6,554
Transfers Out	2015/16	8,961	184	85	0	0	9,230
Transfers Out	2016/17	898	41	0	0	0	939

Transfers Out	2017/18	664	9	0	0	0	673
Transfers Out	2018/19	1,179	373	0	0	0	1,552
<b>Transfers Out Q3</b>	<b>2019/20</b>	<b>-774</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-774</b>
Refunds Paid	2014/15	162	8	3	0	0	173
Refunds Paid	2015/16	250	35	6	0	0	291
Refunds Paid	2016/17	283	48	7	0	0	338
Refunds Paid	2017/18	237	32	8	0	0	277
Refunds Paid	2018/19	154	10	4	0	0	168
<b>Refunds Paid Q3</b>	<b>2019/20</b>	<b>-147</b>	<b>-24</b>	<b>-3</b>	<b>0</b>	<b>0</b>	<b>-174</b>
Total Expenditure	2014/15	71,450	15,783	6,877	415	453	95,758
Total Expenditure	2015/16	70,756	16,229	8,083	420	369	96,733
Total Expenditure	2016/17	68,702	14,420	6,998	665	410	91,195
Total Expenditure	2017/18	73,276	15,916	8,485	546	386	98,609
Total Expenditure	2018/19	75,305	16,314	7,648	480	351	100,098
<b>Total Expenditure (to date) Q3</b>	<b>2019/20</b>	<b>-57,900</b>	<b>-11,652</b>	<b>-5,358</b>	<b>-313</b>	<b>-262</b>	<b>-75,485</b>
<b>CASHFLOW</b>	<b>Year</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Net Cashflow	2014/15	-45,462	-6,464	-5,824	-382	-448	-59,274
Net Cashflow	2015/16	-45,070	-6,945	-6,733	264	-364	-59,638
Net Cashflow	2016/17	-21,346	-4,604	-4,575	-460	-407	-31,392
Net Cashflow	2017/18	-24,280	-5,414	-5,433	-326	-384	-35,837
Net Cashflow	2018/19	-22,691	-5,368	-4,658	-271	-351	-33,339
<b>Net Cashflow to end Q3</b>	<b>2019/20</b>	<b>-16,166</b>	<b>-4,142</b>	<b>-3,659</b>	<b>-150</b>	<b>-262</b>	<b>-24,379</b>

**Important notes:**

These figures are compiled on a cash flow basis and are unaudited.

Figures are subject to rounding and may not correctly total.