

# LOCAL PENSION BOARD

## FIREFIGHTER PENSION SCHEMES



**DATE: 1 NOVEMBER 2022**

**TITLE: PERFORMANCE MANAGEMENT UPDATE**

**REPORT OF: SCHEME MANAGER**

**For Noting**

**1. PURPOSE**

To provide a summary of the performance management meeting between XPS and Cleveland Fire Brigade, with reference primarily to Quarter 2 data of 2022/2023.

**2. RECOMMENDATION**

That the Board present their views.

**3 PERFORMANCE**

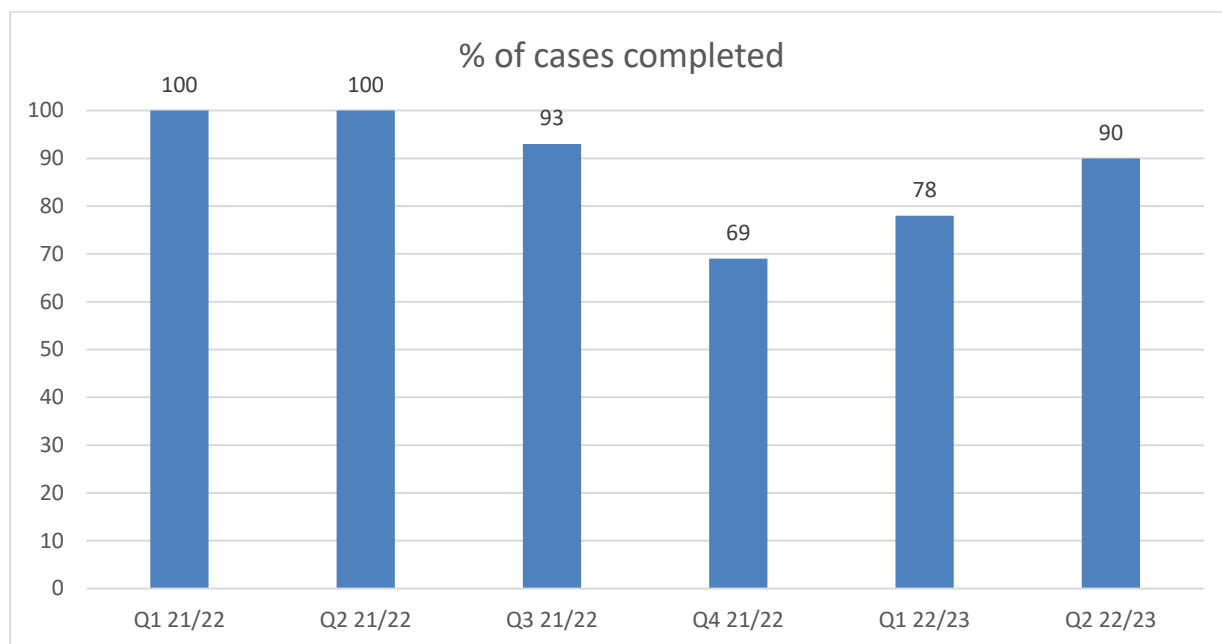
**3.1 Complaints – none for Q2.**

**3.2 Contract Performance**

Performance management meetings regularly take place between XPS and the Brigade. XPS provide monthly and quarterly data which is cross referenced with the KPIs contained within the contract specification presented to CFB Pension Board.

For Quarter 2 (2022/23) the compliance for cases is 90%.

The following graph illustrates the performance over the four quarters for 2021/2022 and for the first two quarters for 2022/2023 for comparison.



Specifically in Quarter 2 there were 6 cases out of the 60 completed that were outside of the agreed target.

Further details of these cases are provided by XPS below:

Month	Service	Detail
July	Pension quote	Figures for the member were sent out a few days late. These did require manual update as member is one of group of Firefighters who did not taper on their original date. Member is leaving in September however so sufficient time to make decisions.  No impact on payment.
	General	Two members where the incorrect task was used. XPS notified of two leavers but held no details of pay. This should have been requests back to the brigade.  No impact on payment.
	Transfer out quotation	Delay in sending the quote out following request from deferred member.  No impact on payment.

August	Pension quote	<p>Figures for the member were sent out a few days late. This firefighter retired on 30 September 2022 and his options were sent on the 16 August 2022. The reason for this was that the member had a breach in their Annual Allowance in their final year and these figures required review. XPS would rather ensure additional time was taken to ensure accuracy where more complex calculations were undertaken.</p> <p>No impact on payment.</p>
September	Estimate	<p>Delay in sending member a projection of benefits.</p> <p>No impact on payment.</p>

We have seen an increase in compliance for Quarter 2 of 2022/2023 from 78% to 90%. This is a result of the recruitment of additional staff and training of existing colleagues in some key hotspot areas.

#### 4. PERFORMANCE AGAINST KEY PERFORMANCE INDICATORS

Performance Standard	Minimum Target	Notes - Performance against Standard	
Make payment on the due date	100%	July 2022 – September 2022– Confirmed	
Produce P60s to Pensioners in accordance with HMRC requirements and within statutory deadlines	100%	May 2022 - Complete	
Set up new entrant pension record within 10 working days and issue statutory notification within 6 weeks of the employment start date	100%	July 2022 – September 2022 - 100%	
Implement annual pension increases by payment due date	100%	May 2022 - Completed	
Calculate transfer values into the Authority within 10 working days of receipt of necessary documentation	100%	July 2022 – September 2022 - 100%	

Provide information on request in respect of Pension Sharing on Divorce within legislative timescales.	100%	July 2022 – September 2022 - 100%	
Implement Pension Sharing Orders within legislative timescales	100%	July 2022 – September 2022 - 100%	
Provide a statement of deferred benefit entitlement on leaving service within 15 working days of date of leaving or receipt of notification, whichever is later	100%	July 2022 – September 2022 - 100%	
Provide annual statement of benefit entitlement to active and deferred members within legislative timescales and in accordance with the deadline set by the Authority (31 <sup>st</sup> August)	100%	2022 statements issued by 31.8.22	
Where a Firefighters Pension Input Amount within the 'scheme' exceeds the Annual Allowance provide a pension saving statement by the 6 <sup>th</sup> October	100%	2022 statements issued by 6.10.22	
Respond to requests for estimates of benefits within 10 working days following receipt of request (subject to all necessary information being available). Members limited to a max of 3 estimates per year	100%	July 2022 – September 2022 - 80% 1 case out of 5 outside of the KPI	
Maternity/ Paternity/ Adoption Leave: Update Firefighters pension record. If there has been any period where contributions have not been paid; recalculate the Notional Start Date. Notify Employer and Firefighter or revised Notional Start Date within 20 working days	100%	July 2022 – September 2022 - 100%	
For unpaid leave or Strike action update Firefighter's pension record and recalculate the Notional Start Date. Notify Employer and Firefighter of Notional Start Date within 20 working days	100%	July 2022 – September 2022 - 100%	

Payment of all retirement, injury and compensation benefits in accordance with legislation within 5 working days of receipt of notification of lump sum option from individual or date of entitlement to benefit; whichever is later. The Authority to receive commutation payment schedule 5 working days before retirement where relevant information is received.	100%	July 2022 – September 2022 - 100%	
Calculate and pay transfer value out within 10 working days of receipt of necessary documentation.	100%	July 2022 – September 2022 - 100%	
Queries logged with Pensions Helpdesk acknowledged within 10 working days	100%	July 2022 – September 2022 - 100%	
Implementation of change in pensioner circumstance within 10 working days	100%	July 2022 – September 2022 - 100%	
Provide the appropriate calculations in respect of purchase of Additional Benefit within 20 working days of member request	100%	July 2022 – September 2022 - 100%	
Personal representatives to be contacted within 5 working days of receiving death notice. Pension payroll notified within 5 working days and death grant payment schedule to be sent to the Authority within 5 working days of receiving all relevant information. Also notify HMRC of deceased.	100%	July 2022 – September 2022 - 100%	
Complete surveys, questionnaires and returns, including annual data collection for actuaries and Government Departments by relevant deadlines.  Scheme Valuation – as requested National Fraud Initiative – due 2023	100%	All complete to date	

Freedom of Information Requests – as and when received			
Regular management information within 5 working days of month end.	100%	All complete to date	
Respond to ad hoc queries from the Authority within 1 working day where the work involved will take less than 30 minutes to complete.	100%	Confirmed	
Notify the Authority of any errors caused by the Administrator or third parties as well as any complaints within 3 working day. Ensure investigation is completed in 5 working days and corrective action is taken after appropriate investigations within 10 working days.	100%	Confirmed	
Provision of management information to update the Pension Board	100%	Complete	

## 5. CONCLUSION

With reference to Quarter 2 there were six cases that fall below the agreed target and agreed minimum targets, however compliance has increased by 12% from the previous quarter. XPS continue to focus on any areas for improvement and performance will continue to be addressed on a monthly basis for the next quarter to highlight any specific performance concerns at the earliest opportunity.

**IAN HAYTON**  
**SCHEME MANAGER**