

Cleveland Fire

Service Delivery Report

2020-2021

April 2020 – March 2021

April 2020

XPS issued bulletin FPS/2020-003

This bulletin was issued following FPS Bulletin 30, key points covered are:-

- LGA now have a dedicated FPS-COVID 19 webpage which is updated on a regular basis and contains important information for FRA's.
- An update on the transitional protection remedy,
- A pension contribution factsheet as the rates remain unchanged from 2019-20
- Suspension of medical appeals board due to COVID-19
- COVID-19 Online survey was sent to administrators and scheme managers to seek information on working arrangements and concerns with regards to COVID-19

Action required

None, XPS have completed this survey on behalf of the Fire and Rescue Authorities

- IDRP data collection as detailed in FPS bulletin 28, the Scheme Advisory Board (SAB) have agreed that data should be collected on an annual basis.

Action required

To complete and return the spreadsheet in appendix 2 of FPS bulletin 30 by 30th April 2020

XPS issued bulletin FPS/2020-004

This bulletin was issued following FPS interim bulletin 31 and bulletin 32, key points covered are:-

- Annual Benefit Statement (ABS) 2020, The Pensions regulator (TPR) have confirmed that due to the challenges of working remotely they will take a pragmatic view about schemes that don't manage to meet the statutory deadline of 31st August 2020.
- 31st March 2020 scheme valuation timeline, The Governments Actuary Department (GAD) have provided a statement that the expected timeline will give administrators until 31st December 2020 to complete the data request.
- Ill health retirement applications during COVID-19, the associations of Local Authority Medical Advisors (ALAMA) has posted instructions on their website for a consistent approach.

May 2020

XPS issued bulletin FPS/2020-005

Issued following FPS bulletin 33, key points covered are:-

- Age discrimination update – Sergeant and McCloud
- HM treasury's written statement HCWS196 confirming the temporarily relaxation on protected pension age tax rules for those returning to work as a result of COVID-19
- Outcome of the IDRPs data collection
- COVID-19 FPS Governance Survey on how the current situation is impacting the governance of the Firefighters Pension Schemes

Action required

To complete and return the survey by 30th June 2020

XPS Administration attended the North Eastern Region Pension Officers Group, virtual meeting on 19th May 2020.

June 2020

XPS issued bulletin FPS/2020-006

Issued following FPS bulletin 34, key points covered are:-

- Member communications on Annual Benefit Statements 2020
- Raising tax awareness around promotions or change of position
- COVID-19 FPS Governance Survey – deadline extended to 31st July 2020
- Protected Pension Age – HMT Extension to 1st November 2020 for retired firefighters reemployed in relation to FRA's response to COVID-19
- Administration Strategy Consultation Template – consultation runs until 31st August 2020

XPS have provided an email confirming that due to COVID restrictions we are currently unable to provide face-to-face pre-retirement and induction seminars. We are however able to offer 'virtual' seminars using MS Teams, Zoom or Skype. This will continue until the travel embargo has been lifted.

Actions

If you require this facility please contact your course provider.

July 2020

XPS issued bulletin FPS/2020-007

Issued following FPS bulletin 35, key points covered are:-

- Employer cost cap update – currently paused will now be restarted
- The Home Office released a document containing links to the McCloud/Sergeant – Public service pension schemes consultation and a series of frequently asked questions and confirmation that the pause on the cost control mechanism has been lifted. FRA's are encouraged to respond to LGA on the consultation which runs until 11 October 2020

Actions

Please ensure you are familiar with the document and ensure all responses are submitted within the deadlines given

August 2020

XPS issued bulletin FPS/2020-008

Issued following FPS bulletin 36, key points covered are:-

- The Home Office released informal guidance to FRA's on the processing of 'immediate detriment cases' in advance of the McCloud/Sergeant Employment Tribunal litigation.

Actions

XPS have reviewed the document and have submitted a number of questions to the Home Office via LGA as clarification is required on when the guidance should be applied from and if the options proposed are to be given to all or just firefighters listed in the Tribunal.

- Home Office Collection of FPS forecasts for 2019-20 to 2025-26

Actions

To complete and submit by 9th September 2020.

September 2020

XPS issued the first of a series of communications called 'In The Loop' which is a communication specific Fire pensions legal challenge. The bulletin details:

- HMT Public Consultation
- Guidance on treatment of 'Immediate Detriment' cases
- Estimate requests
- Member Self-Service Website
- Data Collection
- Our plans

Actions

Please ensure you have read the document and passed it to your challenge lead and others within the organisation who will be involved in the remedy process

XPS published the 2020 Annual Benefit Statements to the Member Self Service area (MSS)

XPS attended the Virtual Fire Pension Annual Conference on 22nd and 23rd September 2020

Headlines

Additional Work

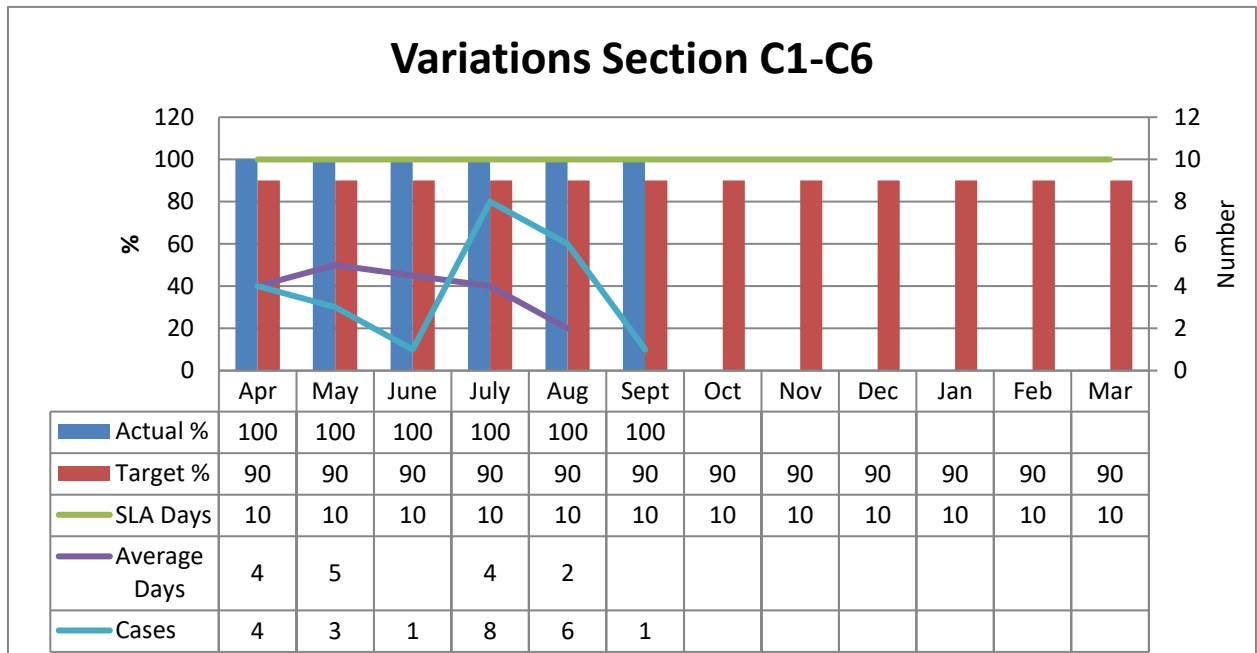
Complaints

Common Data

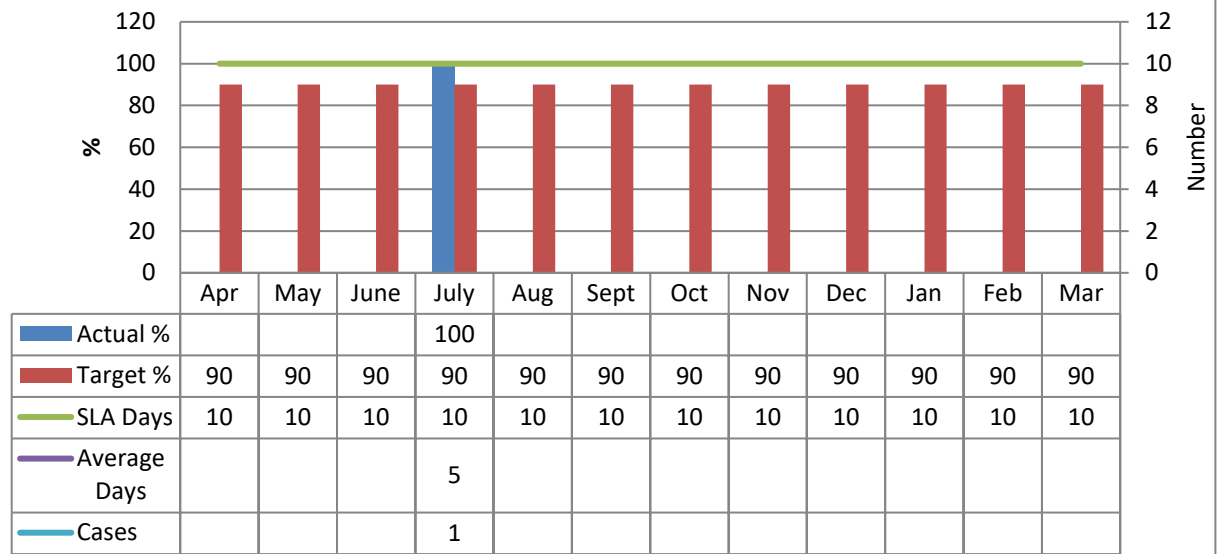
Data Item	Common Data Score Cleveland Fire			Revised Score Cleveland Fire			Reason/notes
	Max Population	Total Fails	% OK	Max Population	Total Revised Fails	% OK	
NINo	1636	10	99.39%	1636	2	99.88%	7 Under 16 1 Overseas
Surname	1636	0	100.00%	1636	0	100.00%	
Forename / Inits	1636	0	100.00%	1636	0	100.00%	
Sex	1636	0	100.00%	1636	0	100.00%	
Title	1636	0	100.00%	1636	0	100.00%	
DoB Present	1636	0	100.00%	1636	0	100.00%	
Dob Consistent	1636	0	100.00%	1636	0	100.00%	
DJS	1636	0	100.00%	1636	0	100.00%	
Status	1636	0	100.00%	1636	0	100.00%	
Last Status Event	1636	0	100.00%	1636	0	100.00%	
Status Date	1636	7	99.57%	1636	5	99.69%	2 Pension Credit members
No Address	1636	18	98.90%	1636	18	98.90%	18 Active Member addresses to Request
No Postcode	1636	19	98.84%	1636	19	98.84%	5 Undecided leaver post returned gone away
Address (All)	1636	39	97.62%	1636	39	97.62%	14 Deferred Member, Post Returned/Gone Away
Postcode (All)	1636	38	97.68%	1636	38	97.68%	1 Pensioner, Post Returned/Gone Away 1 Widow/Dependant, Post Returned/Gone Away
Members with a Fail	1636	57	96.52%	1636	47	97.13%	
Members with Multiple Fails	1636	37	97.74%	1636	37	97.74%	

Performance Charts

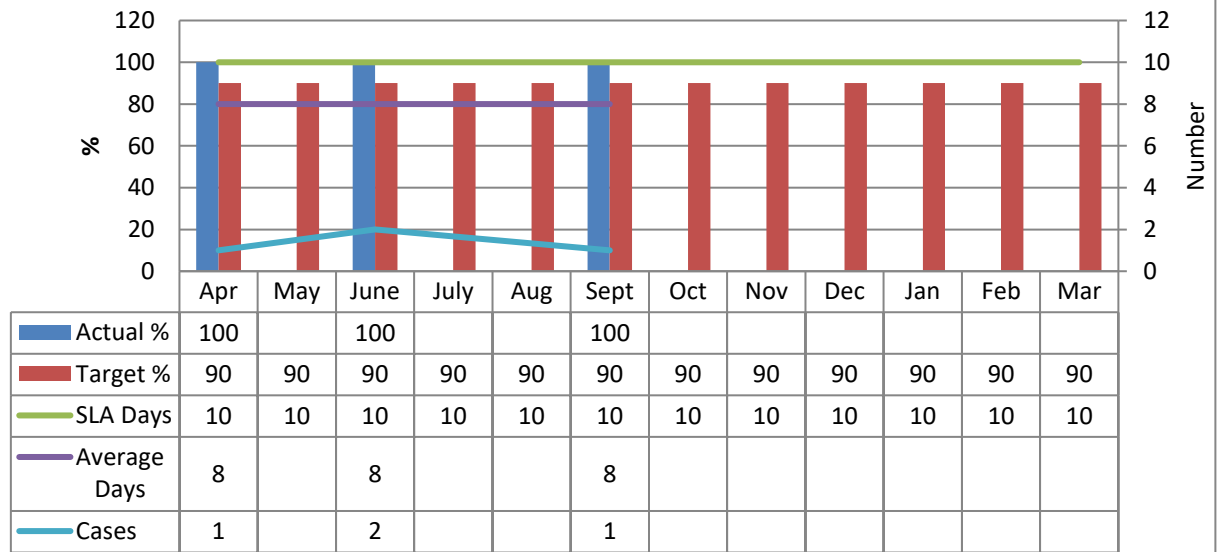
The following charts show performance against individual service level requirements. The detailed performance tables upon which they are based are included at Appendix A.



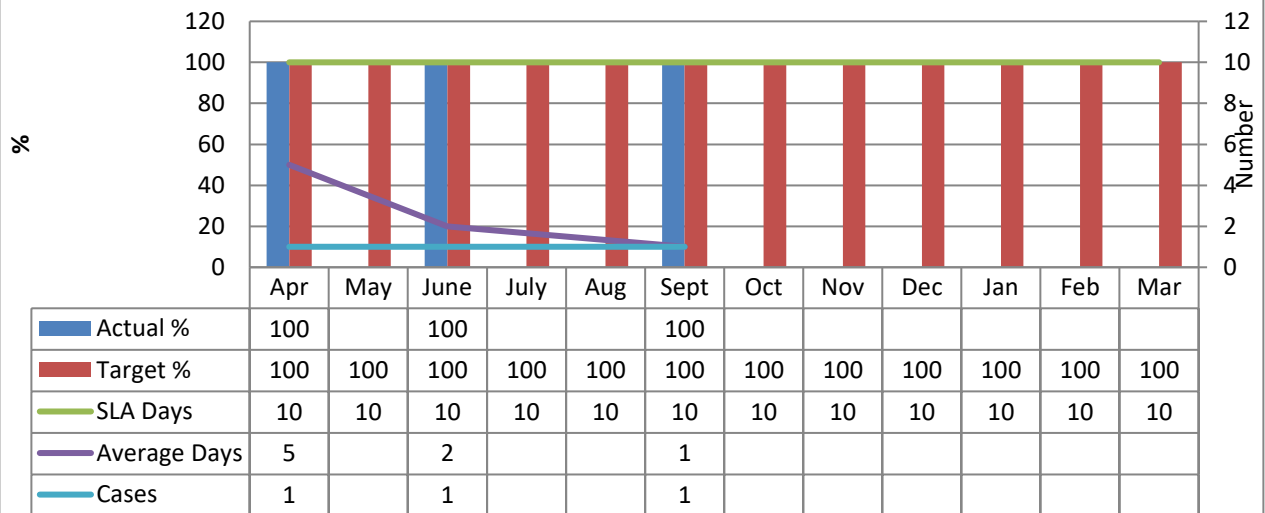
Transfers In - Calculation



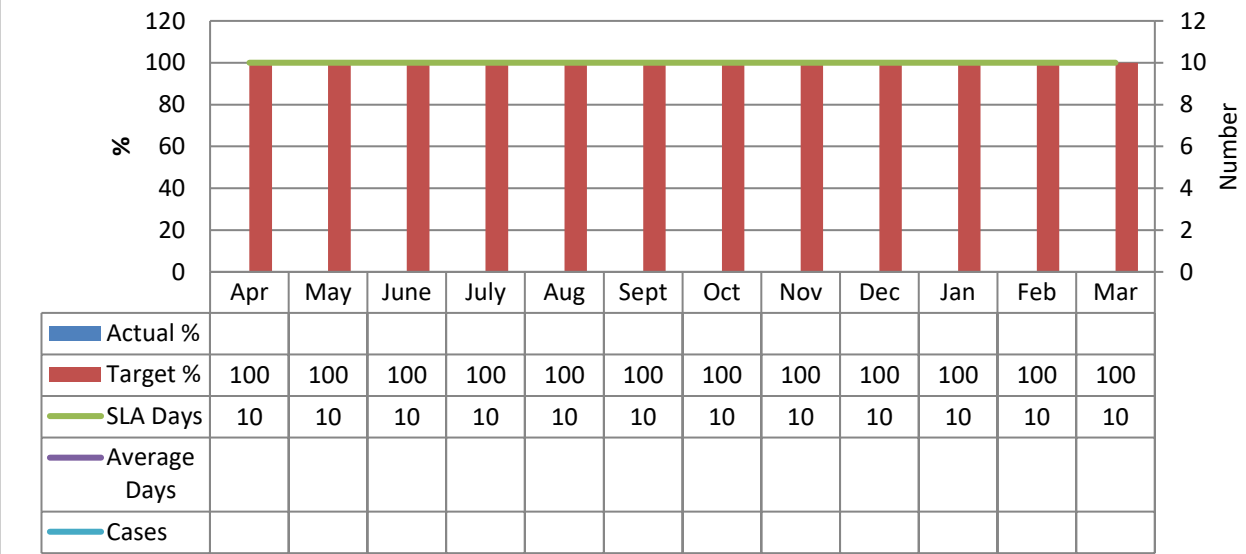
Transfers In - Payment



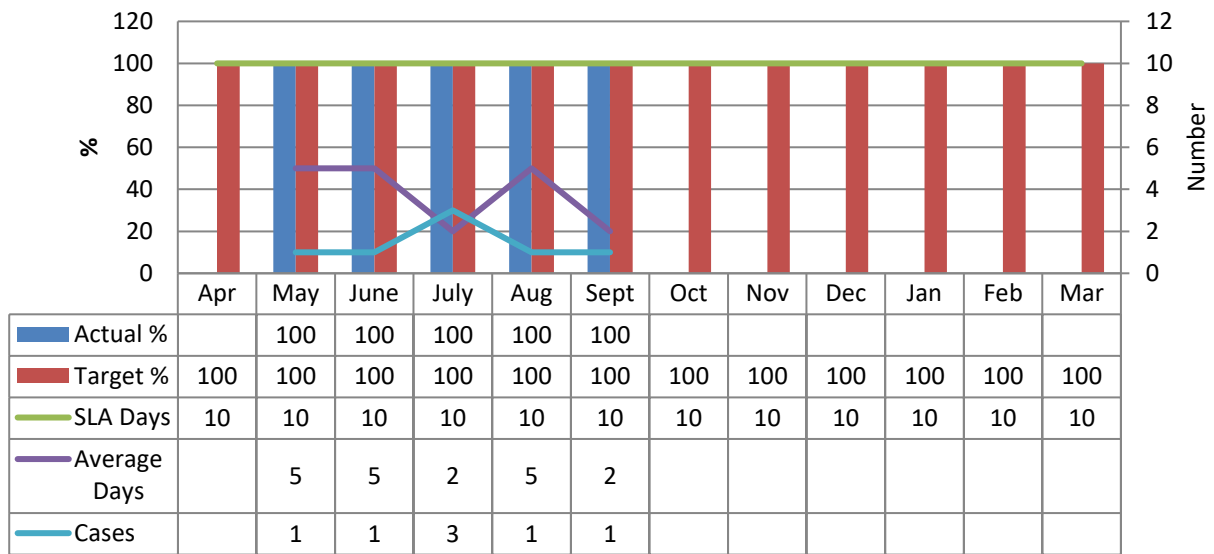
Transfers Out - Calculation (Section D4)



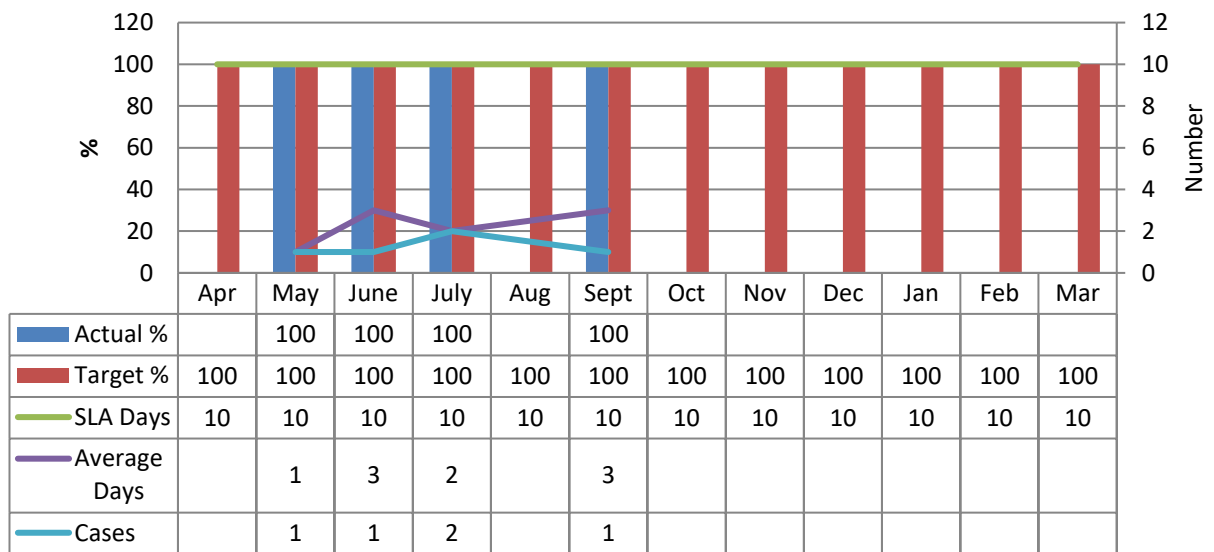
Transfers Out - Payment (Section E5)



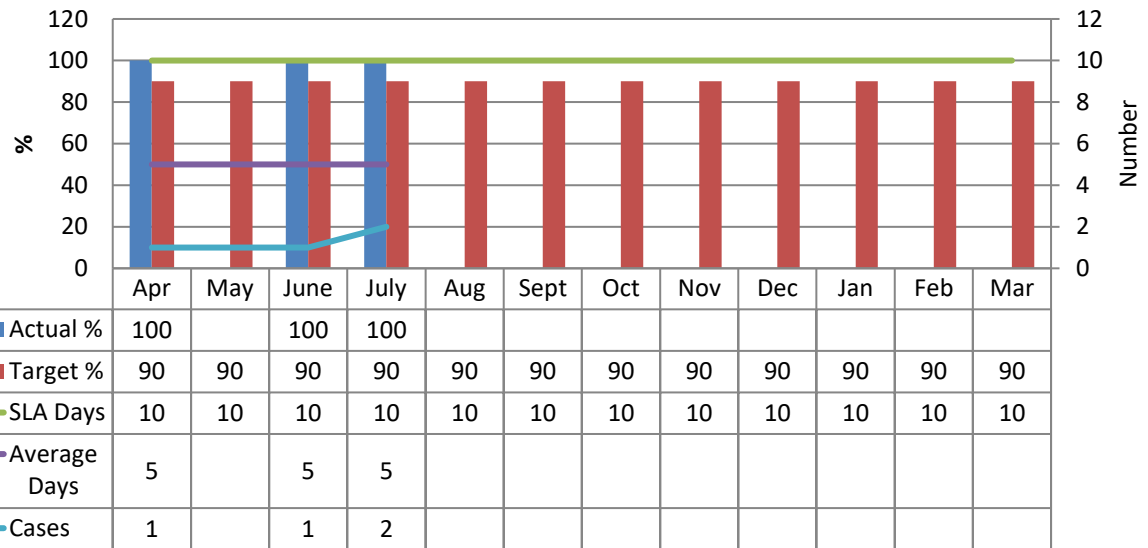
Retirement Options (Section D5-D9)



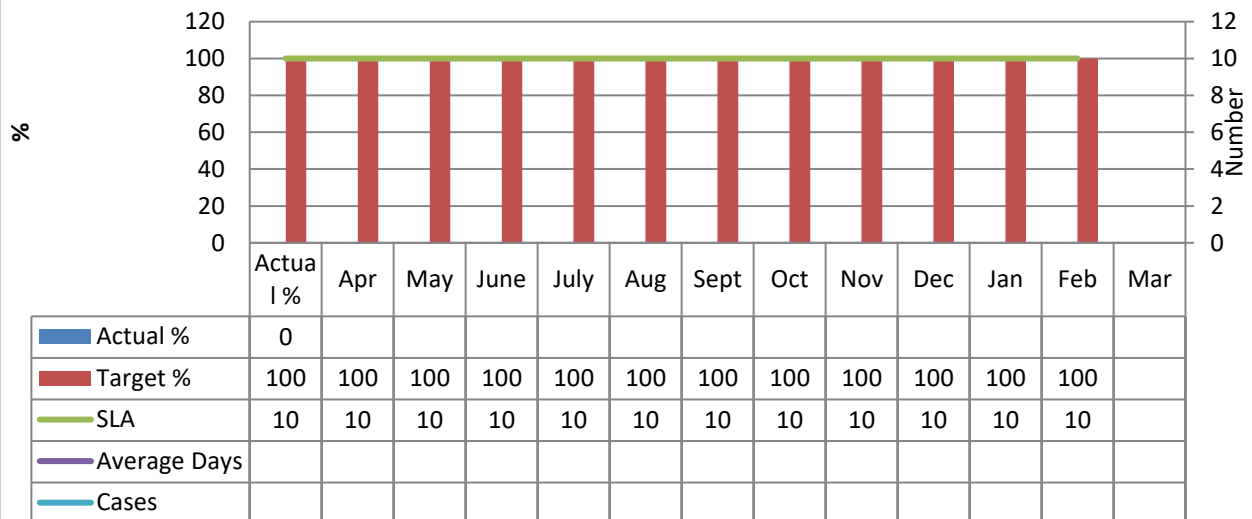
Retirement Actual (Section E6-E10)



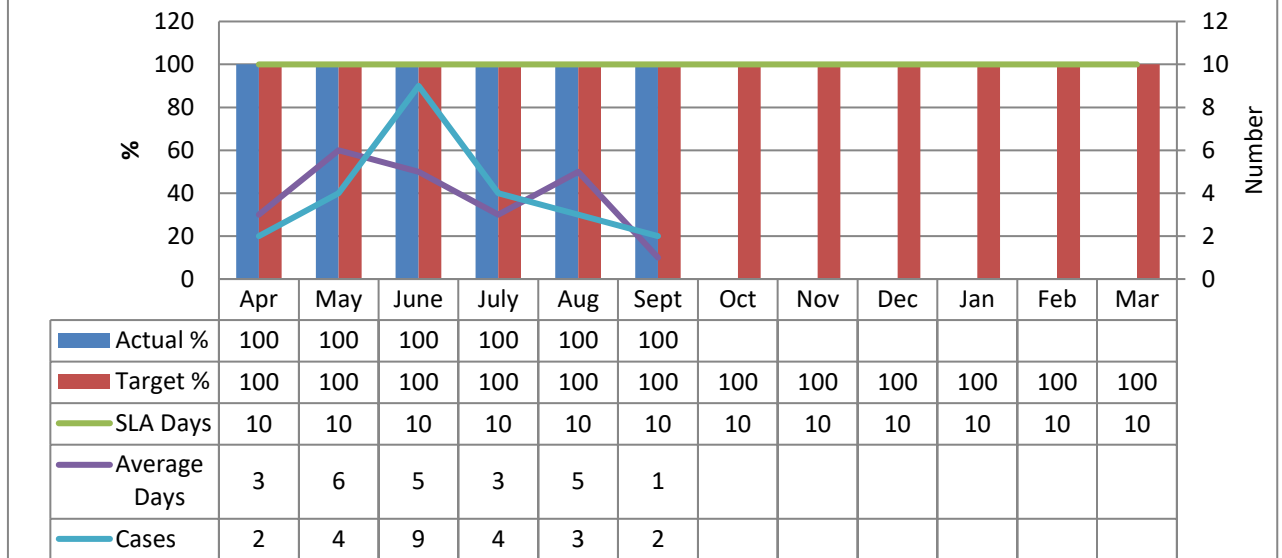
Deferred Benefits (Section E4)



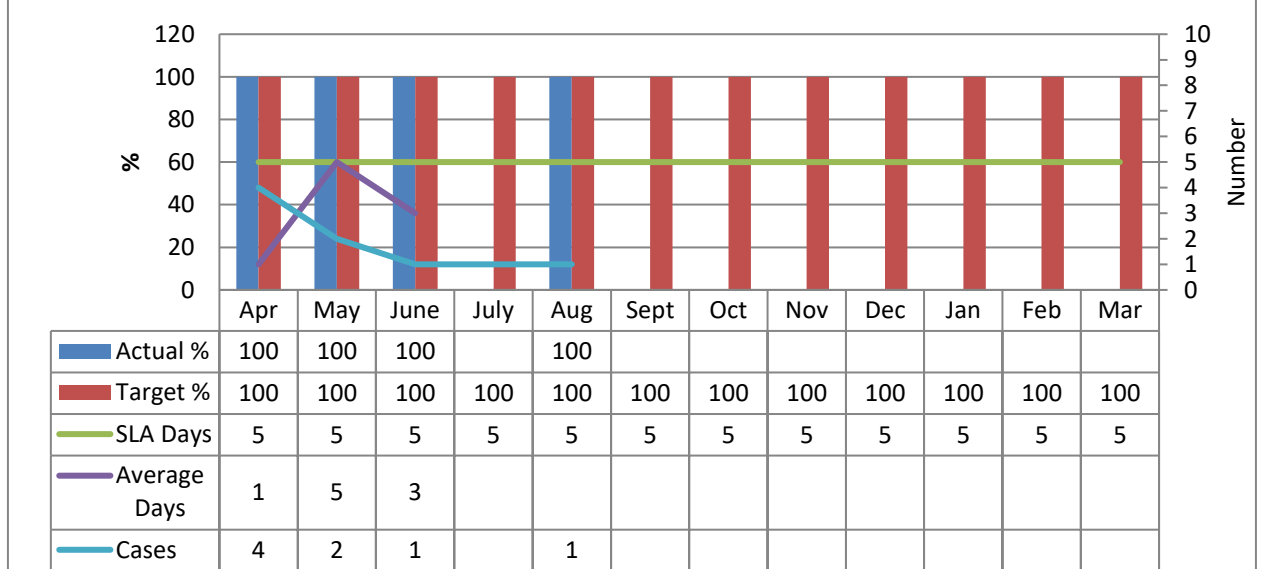
Refund Cases (Section E3)



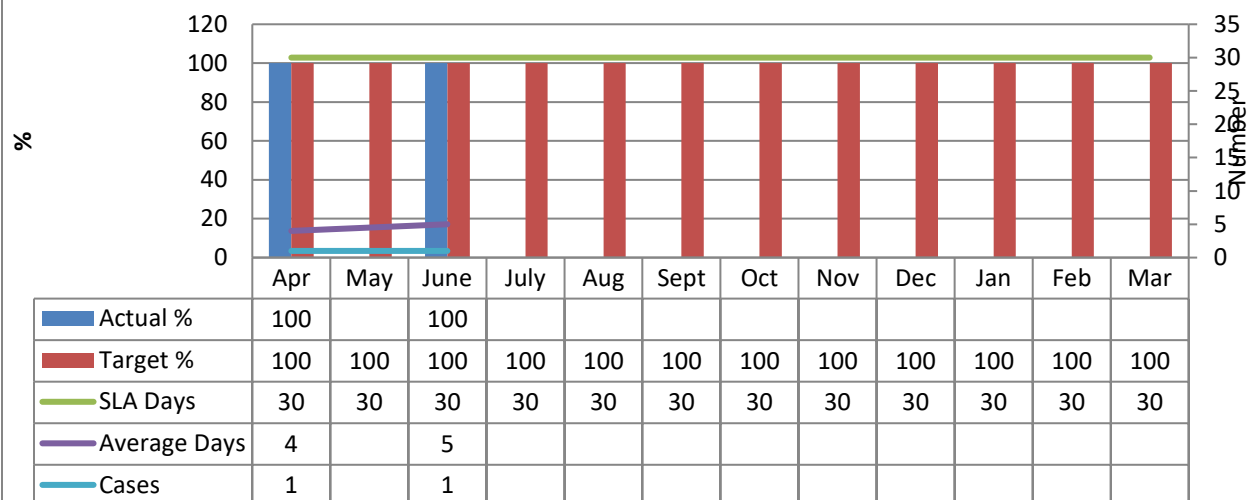
Estimates (Section D5-D9)



Death on Pension (Section F2-F4)

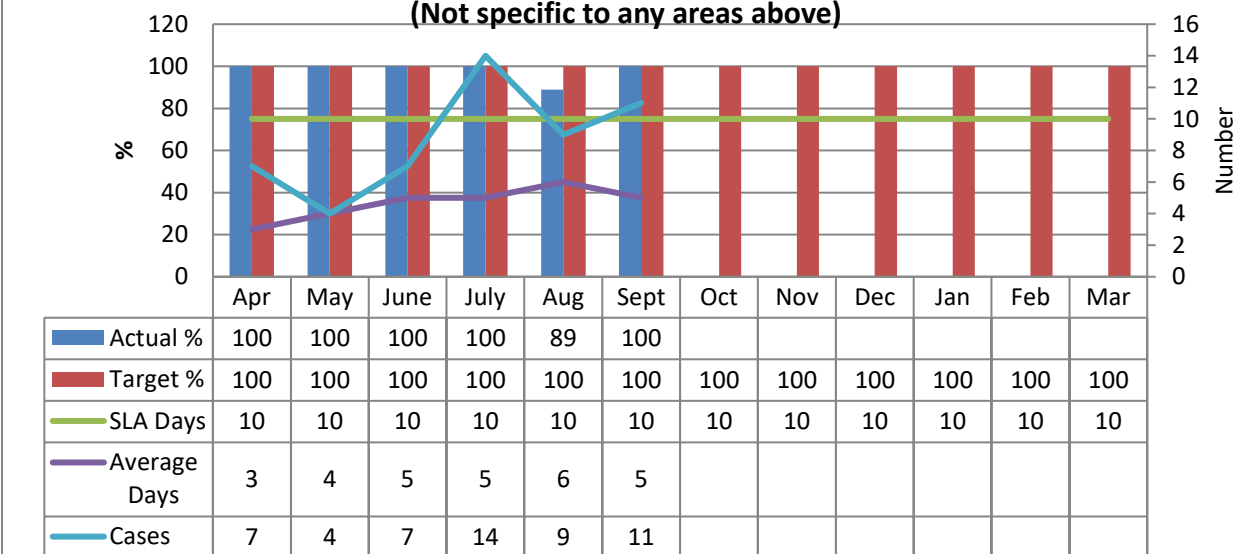


Divorce Cases (Section D10 & E11)



General Enquiries

(Not specific to any areas above)



April 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	1	4	0	0	0	4	4	100.00	
Deferred Benefits	E4	10	90	5	0	1	0	0	1	1	100.00	
Divorce Cases	D10+E11	30	100	4	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	3	2	0	0	0	2	2	100.00	
General	Enquiries	10	100	3	4	3	0	0	7	7	100.00	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Options	D5-D9	10	100	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Payment received)	0	10	90	8	0	1	0	0	1	1	100.00	
Transfers – Out (Calculation)	D4	10	100	5	1	0	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	4	1	3	0	0	4	4	100.00	

May 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	5	2	0	0	0	2	2	100.00	
Deferred Benefits	E4	10	90	#N/A	0	0	0	0	0	0	0.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	6	4	0	0	0	4	4	100.00	
General	Enquiries	10	100	4	1	3	0	0	4	4	100.00	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	1	1	0	0	0	1	1	100.00	
Retirement Options	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Calculation)	D4	10	100	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	5	3	0	0	0	3	3	100.00	

June 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	3	1	0	0	0	1	1	100.00	
Deferred Benefits	E4	10	90	5	1	0	0	0	1	1	100.00	
Divorce Cases	D10+E11	30	100	5	0	1	0	0	1	1	100.00	
Estimates	D5-D9	10	100	5	8	1	0	0	9	9	100.00	
General	Enquiries	10	100	5	4	3	0	0	7	7	100.00	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	3	1	0	0	0	1	1	100.00	
Retirement Options	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Payment received)	0	10	90	8	0	2	0	0	2	2	100.00	
Transfers – Out (Calculation)	D4	10	100	2	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	0	1	0	0	0	1	1	100.00	

July 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Deferred Benefits	E4	10	90	5	1	1	0	0	2	2	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	3	4	0	0	0	4	4	100.00	
General	Enquiries	10	100	5	10	4	0	0	14	14	100.00	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	2	1	1	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	2	2	1	0	0	3	3	100.00	
Transfers – in (Calculation)	0	10	90	5	0	1	0	0	1	1	100.00	
Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Calculation)	D4	10	100	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	4	4	4	0	0	8	8	100.00	

August 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	0	1	0	0	0	1	1	100.00	
Deferred Benefits	E4	10	90	#N/A	0	0	0	0	0	0	0.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	5	3	0	0	0	3	3	100.00	
General	Enquiries	10	100	6	4	5	0	1	9	8	88.89	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Options	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Calculation)	D4	10	100	#N/A	0	0	0	0	0	0	0.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	2	3	3	0	0	6	6	100.00	

September 2020

Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Death of a pensioner	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
Deferred Benefits	E4	10	90	#N/A	0	0	0	0	0	0	0.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	1	2	0	0	0	2	2	100.00	
General	Enquiries	10	100	5	6	5	0	0	11	11	100.00	
Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	3	1	0	0	0	1	1	100.00	
Retirement Options	D5-D9	10	100	2	1	0	0	0	1	1	100.00	
Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
Transfers – in (Payment received)	0	10	90	8	0	1	0	0	1	1	100.00	
Transfers – Out (Calculation)	D4	10	100	1	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	0	1	0	0	0	1	1	100.00	