

# LOCAL PENSION BOARD FIREFIGHTER PENSION SCHEMES



**DATE: 17 MAY 2022**  
**TITLE: PERFORMANCE MANAGEMENT UPDATE**  
**REPORT OF: SCHEME MANAGER**

**For Noting**

**1. PURPOSE**

To inform and update the Board.

**2. RECOMMENDATION**

That the Board present their views.

**3 PERFORMANCE**

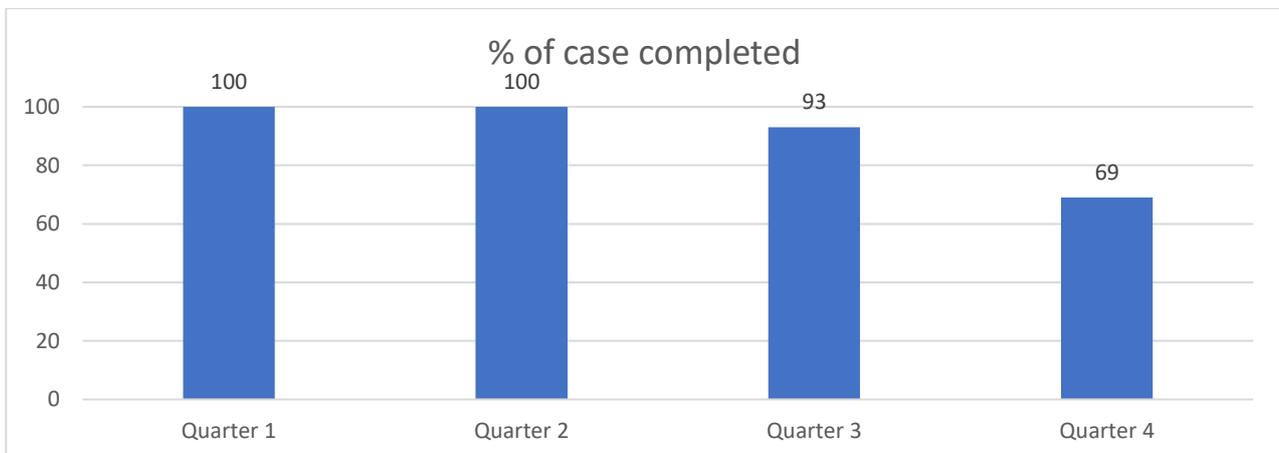
**3.1 Complaints – none for Q4**

**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 4 the compliance for cases is 69%.

The following graph illustrates the performance over the 4 quarters for comparison:



Specifically in quarter 4 there were 20 cases completed outside of the agreed target.

The specific areas where the cases were not completed within the agreed targets were as follows:

Month	Service	Detail
January	General	Ongoing query concerning membership of the Modified Retained Scheme that XPS had been unable to resolve barring referring the member to Cleveland. The task had been closed and reflects the fact that XPS had contact with this member.
	General	This was a query from a member asking about purchasing additional pension in the scheme and unfortunately, XPS did take longer to respond than usual.  Timescale exceeded - No impact on payment.
February	General	Query from XPS chasing for certificates from a widow.  No delays from CFB to XPS.
	General	Query from member re him not tapering into the 2015 scheme.  Delay from XPS in updating his record.
	General	Query from member asking various questions about his dual scheme membership. Delay in responding to him. This accounted for three workflows as tasks were duplicated.  No delays from CFB to XPS.
March	Deferred Benefits	Deferment of dual record delayed – 92 Scheme retired on time.  No delays from CFB to XPS.
	Deferred Benefits	Deferment had to be performed manually as over normal scheme ret age and delayed.  No delays from CFB to XPS.
	Deferred Benefits	Delay in checking of deferment.  No delays from CFB to XPS.
	General	Delay in checking of letter to be issued by new staff member.  No delays from CFB to XPS.
	General	Delay in resolving technical query around scheme.  No delays from CFB to XPS.
	Pension options	Delay in issuing pension options. No delay in payment of lump sum or pension.  No delays from CFB to XPS.
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	Estimates	Completed late x 5 cases.  No delays from CFB to XPS.

XPS attributed the above to high volume of cases in this quarter and the need to expand their training programme to increase the number of experienced staff.

#### 4. Performance Against Key Performance Indicators

Performance Standard	Minimum Target	Notes - Performance against Standard	
Make payment on the due date	100%	April 2021 – March 2022– Confirmed	
Produce P60s to Pensioners in accordance with HMRC requirements and within statutory deadlines	100%	May 2021 - Complete	
Set up new entrant pension record within 10 working days and issue statutory notification within 6 weeks of the employment start date	100%	February 2022 completed	
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%	Q4 - 100%	
Provide information on request in respect of Pension Sharing on Divorce within legislative timescales.	100%	Q4 – 100%	
Implement Pension Sharing Orders within legislative timescales	100%	Q4 – 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%	Q4 – 62.5% (8 cases, 3 outside of target)	

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%	92.52% of statements issued (361/ 334)	
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%	Complete	
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 2 estimates per year	100%	Q4 – 28.6% (7 cases, 5 outside target)	
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%	Q4 - 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%	Q4 - 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	100%	Q4 – 100%	

schedule 5 working days before retirement where relevant information is received.			
Calculate and pay transfer value out within 10 working days of receipt of necessary documentation.	100%	Q4 – 100%	
Queries logged with Pensions Helpdesk acknowledged within 10 working days	100%	Q4 – 91.3% (23 cases, 2 outside of target)	
Implementation of change in pensioner circumstance within 10 working days	100%	Q4 – 100%	
Provide the appropriate calculations in respect of purchase of Additional Benefit within 20 working days of member request	100%	Q4 – 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%	Q4 – 100%	
Complete surveys, questionnaires and returns, including annual data collection for actuaries and Government Departments by relevant deadlines.  Scheme Valuation – as requested Tpr – 10 <sup>th</sup> Nov 2021 National Fraud Initiative – due 2023 Freedom of Information Requests – as and when received	100%	All complete to date	
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	100%	Confirmed	

less than 30 minutes to complete.			
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 4 there are areas that fall significantly below the target and agreed detailed minimum targets.

These cases have been highlighted at our monthly case meeting and XPS have acknowledged the areas of concern and actions for improvement including an expansion of their training programme for XPS staff. Performance will continue to be addressed on a monthly basis, in addition to the wider contract management meeting, to highlight any specific performance concerns at the earliest opportunity.

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