

LOCAL PENSION BOARD

FIREFIGHTER PENSION SCHEMES



DATE: 23 AUGUST 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 1 data of 2022/2023.

2. RECOMMENDATION

That the Board present their views.

3 PERFORMANCE

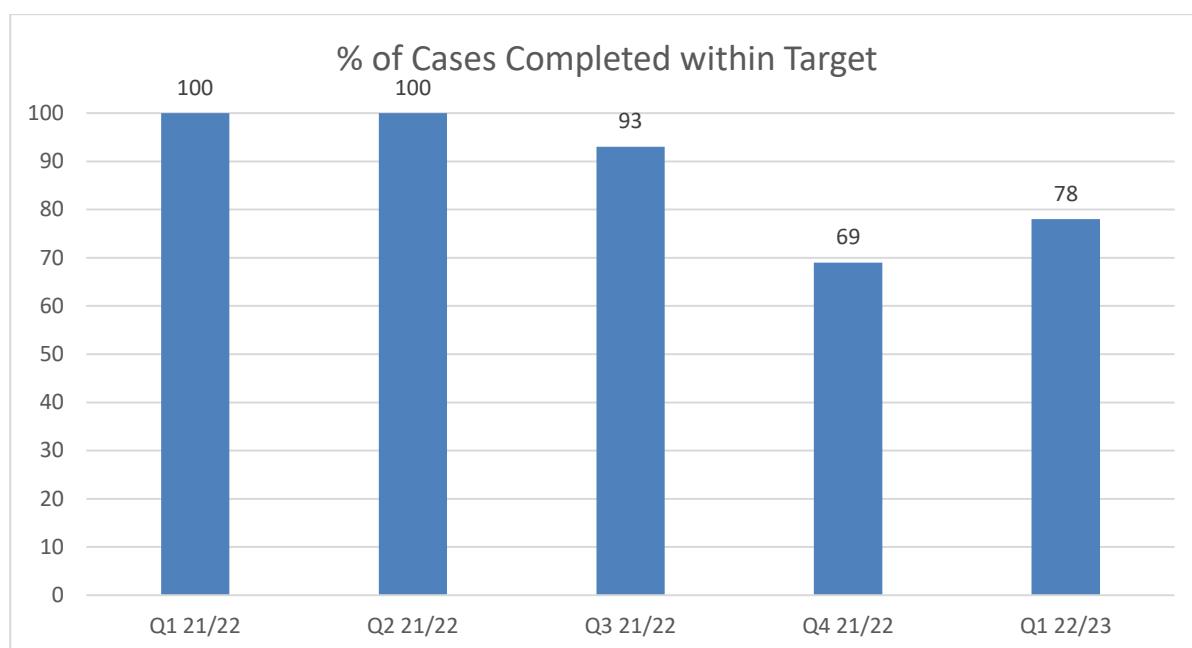
3.1 Complaints – none for Q1

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 1 (2022/23) the compliance for cases is 78%.

The following graph illustrates the performance over the four quarters for 2021/2022 and quarter 1 for 2022/2023 for comparison.



In quarter 1 there were 17 cases completed outside of the agreed target.

The specific areas where the cases were not completed within the agreed targets were as follows with further detail for each case provided by XPS:

Month	Service	Detail
April	Deferred	Delay in deferring membership for a dual 2006 & 2015 scheme member. Timescale exceeded - No impact on payment.
	Estimates	These were four requests for three members all well in the future. Timescales exceeded - No impact on payment.
	General	Member queried which scheme the benefits he was in the process of transferring into the 2015 scheme would go into. There was a delay in responding as not picked up in normal transfer process. Timescales exceeded - No impact on payment.
	General	In process of setting up a widow's pension we needed to contact widow for further information as she did not provide correct bank details. This should have been dealt with as part of an ongoing collection task. Timescales exceeded - No impact on payment.

	Divorce	Member requested CETV for divorce proceedings and delay in preparing and sending these out. Not breached statutory deadline, but has exceeded KPI timeframe. Timescales exceeded - No impact on payment.
May	Deferred	One member who retired in May and this related to the deferment of his 2015 benefits. Three members whose retained records required deferring. One whole time member whose record required deferring. Timescales exceeded - No impact on payment.
	Estimate	Members figures required manual adjustment as they were in the category of member who did not taper on their normal timeline. There was a delay in finalising these figures. Timescales exceeded - No impact on payment.
	General	Member holds multiple scheme membership and had asked for information about if these could be joined together along with figures. This query should have been dealt with as part of the estimate workflow. Timescales exceeded - No impact on payment.
June	General	Query from FRA as to whether member was in scope for Remedy. Member held two posts and we needed to clarify if both were still active roles. Timescales exceeded - No impact on payment.
	Estimate	Figures for employee that required manual amendment due to tax issues. These were then checked before issuing. We would rather exceed KPI timeframe and ensure accurate figures are issued. Timescales exceeded - No impact on payment.

Quarter 1 has seen an increased number of cases than previous quarters in the 2021/22 year. As we have highlighted in previous reports there are some patterns to the areas where XPS are experiencing delays in completing the work within the KPI timeframes. They are continuing to recruit more staff and focus on training existing colleagues to support with minimising the key hotspot areas.

4. PERFORMANCE AGAINST KEY PERFORMANCE INDICATORS

Performance Standard	Minimum Target	Notes - Performance against Standard	Rating
Make payment on the due date	100%	April 2022 – June 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%		
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%	Q1 - 100%	
Provide information on request in respect of Pension Sharing on Divorce within legislative timescales.	100%	Q1 – 0% (1 case outside of target)	
Implement Pension Sharing Orders within legislative timescales	100%	Q1 – 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%	Q1 – 60% (15 cases, 6 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 st August)	100%	2022 statements due 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 th October	100%	2022 statements due 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 2 estimates per year	100%	Q1 – 76% (25 cases, 6 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%	Q1 - 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%	Q1 - 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%	Q1 – 100%	

Calculate and pay transfer value out within 10 working days of receipt of necessary documentation.	100%	Q1 – 100%	
Queries logged with Pensions Helpdesk acknowledged within 10 working days	100%	Q1 – 81.8% (22 cases, 4 outside of target)	
Implementation of change in pensioner circumstance within 10 working days	100%	Q1 – 100%	
Provide the appropriate calculations in respect of purchase of Additional Benefit within 20 working days of member request	100%	Q1 – 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%	Q1 – 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 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 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	

4.2 GDPR

A data breach occurred in April 2022 with reference to a member starter form where XPS transposed the address for one member onto the pension record of another. We are assured that XPS took the necessary steps with reference to this case and it was reported as per procedure. There is some concern as this is a second data breach in a short timeframe, however XPS have asserted that lessons learnt have been completed on an individual and team level to minimise the risk of future breaches of the same nature.

5. CONCLUSION

With reference to quarter 1 there are areas that fall below the target and agreed detailed minimum targets, however compliance has increased by 9% from the previous quarter. XPS have highlighted and acknowledged the areas of concern and as such performance will continue to be addressed on a monthly basis for the next quarter to highlight any specific performance concerns at the earliest opportunity.

With reference to the data breach the required steps have been implemented to ensure the risk of reoccurrence is minimised moving forward.

IAN HAYTON
SCHEME MANAGER