

LOCAL PENSION BOARD

FIREFIGHTER PENSION SCHEMES



DATE: 3 AUGUST 2021

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 Q1.

3.2 Internal Audit Report

A recent audit of the CFA Pensions was undertaken in accordance with the 2020/21 Internal Audit Plan. Responsibility for policy on the pension schemes rests with the Home Office whilst the administration and payment of individual pensions and benefits is the responsibility of fire and rescue authorities.

The overall opinion is that Satisfactory Assurance can be provided that the risks identified are well controlled. This opinion is based on the result of work done in the following areas:

- ✓ Legislation
- ✓ Membership
- ✓ Life Cycle Events
- ✓ Contributions
- ✓ CLG Return
- ✓ Information, Governance
- ✓ Local Pension Board

Copies of the audit are available from Bev Parker.

3.3 Self Assessment Survey

The Brigade completed the FPS Age Discrimination Remedy and returned the survey within the requested deadlines.

3.4 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 Q1 2021/22, all cases have been completed within the target timeframe with 100% compliance and in line with the specification (XPS Performance Delivery Report). All KPIs and performance data are in line with the agreed targets.

Three issues were raised and actioned accordingly as detailed below:

Issue	Action	Timeframe
XPS responsiveness to contact made by CFB	Meeting to identify key individuals at XPS to contact and contact details confirmed	19.07.21 - Complete
Identification of roles and responsibilities at XPS to ensure queries are directed accordingly	Meeting to discuss team members, responsibilities and associated processes	19.07.21 - Complete
Numbers utilising self service	CFB to agree and roll out regular communication	26.07.21 - Ongoing

Regular updates of the Annual Benefit Statements forms part of the performance monitoring and assurance has been given that the provision of an Annual Statement of Benefit entitlement to active and deferred members will be undertaken within the agreed legislative deadline of 31 August 2021. The Statements will be available through member self-service.

IAN HAYTON
SCHEME MANAGER