

LOCAL PENSION BOARD

FIREFIGHTER PENSION SCHEMES



DATE: 8 NOVEMBER 2023

TITLE: HIGH LEVEL PENSION SURVEY RESULTS

REPORT OF: SCHEME MANAGER

For Noting

1. INTRODUCTION

- 1.1 In August 2023, the Brigade Executive Leadership Team (ELT) approved the publication of a staff engagement survey to gain insight into the views and opinions on the arrangements of the Brigade's Pension Management Service.

2. BACKGROUND

- 2.1 The Brigade's Corporate Plan 2022 – 2026 describes a series of goals and objectives that take account of what the Brigade is trying to achieve and the challenges and opportunities. The implementation of the survey to gain insight into staff views on the brigade pension management arrangements is aligned to the corporate goal of Efficient and Sustainable Resources where:

- We want our fire and rescue service to be efficient, transparent, accountable and sustainable, and;
- We want to capitalise on insight, learning and technological advances.

- 2.2 Staff surveys are a key part of the Brigade's staff engagement strategy as they provide an opportunity for staff to express their opinions and experiences of key areas or activities of the Brigade.

3. PENSION MANAGEMENT SERVICE STAFF SURVEY

- 3.1 The pension management service staff survey was launched on 6 September and closed on 9 October 23, remaining open for a period of 33 days.
- 3.2 The survey was promoted through various communication channels, including all staff emails, verbal updates through the Brigade communication forum and the FireWire monthly staff publication.

4. SURVEY RESULTS

4.1 The pension management service staff survey results are attached as appendix one, however, the key outcomes are that:

- There were 57 responses, representing a response rate of approximately 10.2%¹ of the organisation;
- 53% (30) of the responses had contacted the HR section for a pension related query, with the majority were based on pension estimates (11) or the transfer of benefits (8), and 63% (19) members of staff receiving the information they required;
- The majority (9, 32%) of staff were neither satisfied or dissatisfied with their contact with the HR section and 76% (22) felt that their questions were dealt with in a reasonable timeframe;
- 70% (37) of the responses had contacted XPS for a pension related query, with the majority were based on pension estimates (55%), and 54% (20) members of staff receiving the information they required;
- 64% (18) of the general pension queries via the XPS helpdesk were responded to within five working days;
- The majority of staff were either satisfied (26%, 10) or neither dissatisfied nor satisfied (29%, 11);
- The majority (73%, 40) of the staff who responded to the survey are registered to use the XPS self-service;
- The majority (63%,) of the staff who responded to the survey have accessed their annual benefit statement.
- All results are available at this link: [Pension Management Service Staff Survey Results](#) and are also attached as appendix one.

IAN HAYTON
SCHEME MANAGER

¹ Response rate is based on the Brigade establishment of 559 taken from the ELT Workforce Plan (April 2022 to March 2023).