



**Cheshire Fire Reports  
Service Delivery Report**

**2016-2017**

## **April 2016 – March 2017**

# Overview

## Regulations and Guidance

April 2016

- Attendance at FPOG Northeast – Bradford 26 April 2016

**Consequences:** For information only. The meeting consisted of an update from the February Fire Technical meeting, as well as discussion around recent issues affecting both FRAs and administrators.

- Website updates

**Consequences:** For information only. The myownpension website was updated to account for the revised FPS 1992 commutation factors (following the SCAPE review), and the associated retirement calculation example provided in the 1992 area. The guides for the three schemes were also updated to reflect the now-contracted-in status of the schemes, as well as show the 2016/17 member contribution rates.

May 2016

- Consultation on death on duty survivors pensions – ended 13 May 2016

**Consequences:** For information only. The consultation to ensure survivor's pensions, for death on duty cases on or after 1 April 2015, will continue even after the spouse/civil partner goes on to remarry/enter into a new civil partnership. The consultation also looked to allow members to remain in their final salary scheme (either 1992 or 2006), where they were due to transition into FPS 2015 and the ill health retirement process had commenced.

Kier Pensions Unit did not respond to the consultation, but is included here for completeness.

- Attendance at LGA Scheme Training day – Tyne & Wear Fire & Rescue Service 19 May 2016

**Consequences:** For information only. A few staff members from the Pensions Unit attended Clair Alcock's training day, held at Tyne & Wear Fire & Rescue Service. This was a slideshow style presentation that also included audience participation (by calculating benefits in a range of situations). The day was considered very beneficial.

- Pre-retirement course – Cheshire FRA: 19 May 2016

**Consequences:** Kier Pensions Unit delivered presentation & estimates.

- GAD Guidance following SCAPE review – received 23/24 May 2016

**Consequences:** For information only. A raft of updated guidance was released, via the Knowledge Hub, on 23 and 24 May. These were documented and the staff notified so that they are incorporated into future calculations. For the 1992, 2006 and 2015 schemes, revised guidance / factors were received for CETVs, divorce debits and scheme pays offsets (following annual allowance breaches). The first Club transfer factors for the 2015 scheme were also released.

## June 2016

- Fire Technical Meeting – 17 June

**Consequences:** For information only at this time. Minutes to be posted on Knowledge Hub.

- Pensions software updated to include GAD Guidance following SCAPE review

**Consequences:** For information only. Kier's pensions software provider included the revised factors as part of other updates. As a testing site, these were reviewed to ensure they were included properly.

## July 2016

- Annual Benefit Statements – new look statements

**Consequences:** For information only. Deferred members' statements arrived with members 20 July. These differed to those in previous years in that all members received the same document in the mail that directed them to [myownpension.co.uk](http://myownpension.co.uk) for scheme-specific details regarding deferred benefits.

Work began on active members' statements; again, these would be far different from anything received previously. Scheme-specific notes will be housed as pdfs on [myownpension.co.uk](http://myownpension.co.uk)

- FPOG Northeast – Bradford 6 July 2016

**Consequences:** For information only. A meeting was scheduled in Bradford, but this was subsequently cancelled.

- Pre-retirement course – Cleveland Fire Brigade: 13 July 2016

**Consequences:** Kier Pensions Unit delivered presentation & estimates.

## August 2016

- Pensions Software

**Consequences:** Kier Pensions Unit signed off the testing of the next release and took delivery of the system update.

- Annual Benefit Statements

**Consequences:** All benefit statements dispatched for members to receive them by 31 August.

- FPOG Northeast –

**Consequences:** The next meeting is being arranged for after the Fire Pension Conference which is being held in London on 11 October 2016

- Modified Retained exercise

**Consequences:** All pension records created or amended and Kier Pensions Unit provided final lists of all Modified Retained members to Fire Authorities.

## September 2016

- 18 – 20 employee contribution holiday

**Consequences:** The Home Office emailed FRAs/administrators at the beginning of September with an update; whilst there's still some way to go (namely, the identifying of affected firefighters) the legislation was laid before Parliament, and will come into force 30 September 2016. The key points of the update were that GAD/Home Office will be providing FRAs with guidance on implementing this legislation (and how refund payments are to be calculated). In the interim, FRAs were asked to identify members (and former members) who could be affected.

Later in the month, Clair Alcock emailed the Fire community to advise that contributions should cease for affected members immediately, even if the guidance surrounding paying refunds etc is still outstanding.

- Briefing note issued regarding the consultation on removal of tax/National Insurance benefits on salary sacrifice schemes

**Consequences:** Clients were emailed a briefing note containing a summary of the consultation, and a link to the consultation itself should their HR/Finance department(s) wish to participate. The consultation closes on 19 October 2016.

- Annual Fire Pensions Conference – London 11 October 2016

**Consequences:** LGA issued an invite email 22 September, containing an outline of the event, along with a link for booking places.

- Annual Allowance – Pension Savings Statements

**Consequences:** Clients were asked to provide pensionable pay (plus CARE pay if applicable) for members employed as Area Manager (Competent B) or above. This information was required to enable us to provide 2015/16s pension savings statements by 6 October. Thank you for providing this information so quickly.

## October 2016

- Annual Allowance – Pension Savings Statements

**Consequences:** Kier Pensions Unit issued all relevant statements by the required date and provided a template of the statement together with a list of the recipients for the Fire Authorities information.

- FPOG Northeast –

**Consequences:** The next meeting is arranged for 20 October 2016 at the Bradford offices of West Yorkshire.

## Additional Work

Contribution Posting / ABS Production – ABS' issued on or before 31/08/2016

Valuation reports to clients W/C 08/08 – and to GAD by 12/08/2016

OPSS to ONS 31/10

GAD Additional Data Reports

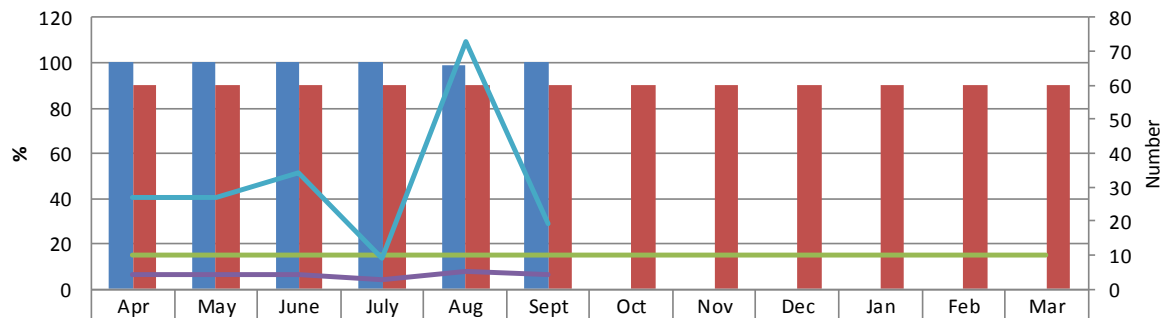
CLG Top Up Grant 31/08/2016

## Complaints

### 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.

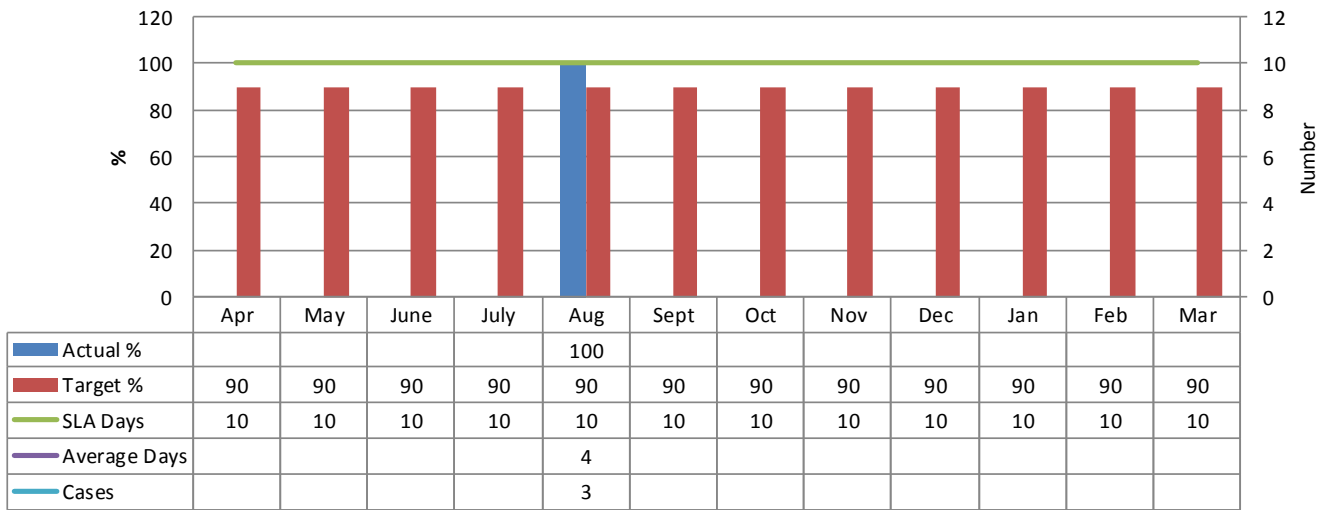
#### Variations Section C1-C6



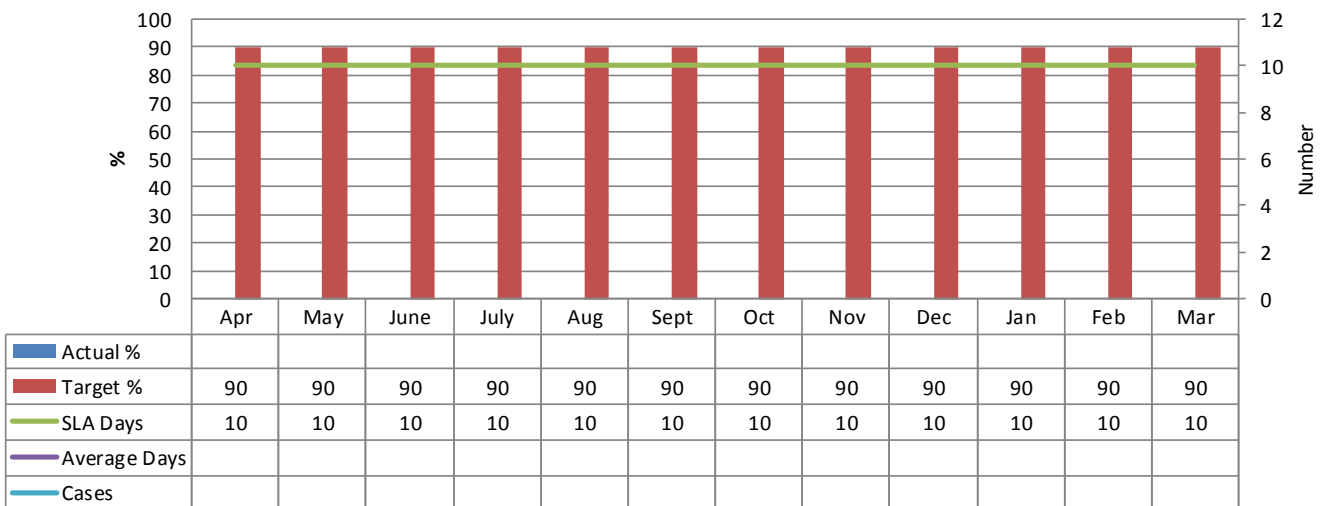
Actual %	100	100	100	100	99	100						
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	4	4	4	3	5	4						
Cases	27	27	34	9	73	19						



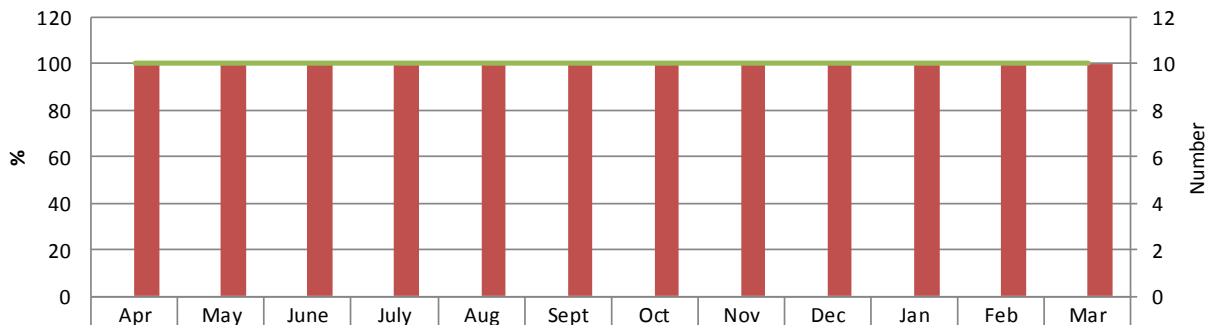
### Transfers In - Calculation



### Transfers In - Payment

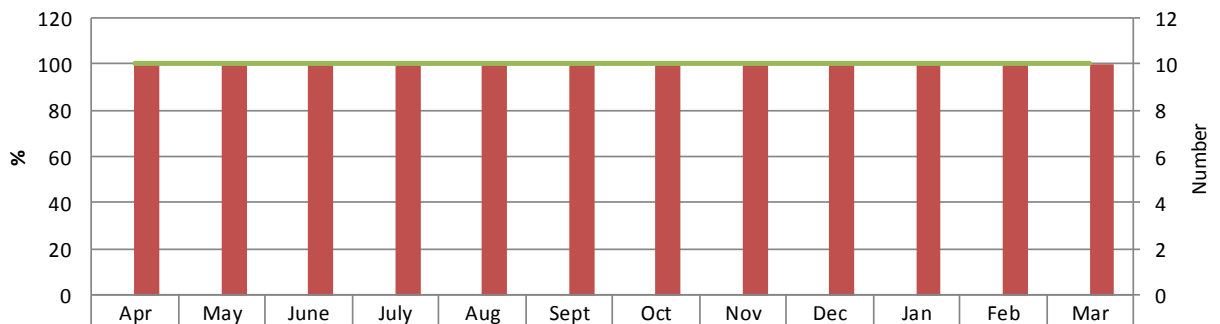


### Transfers Out - Calculation (Section D4)



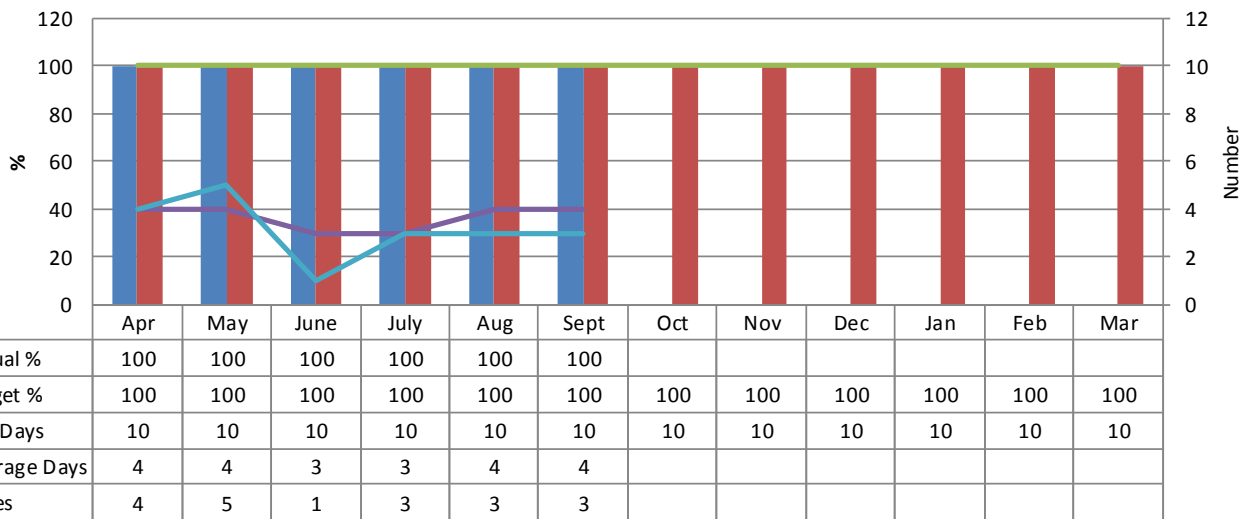
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %												
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days												
Cases												

### Transfers Out - Payment (Section E5)

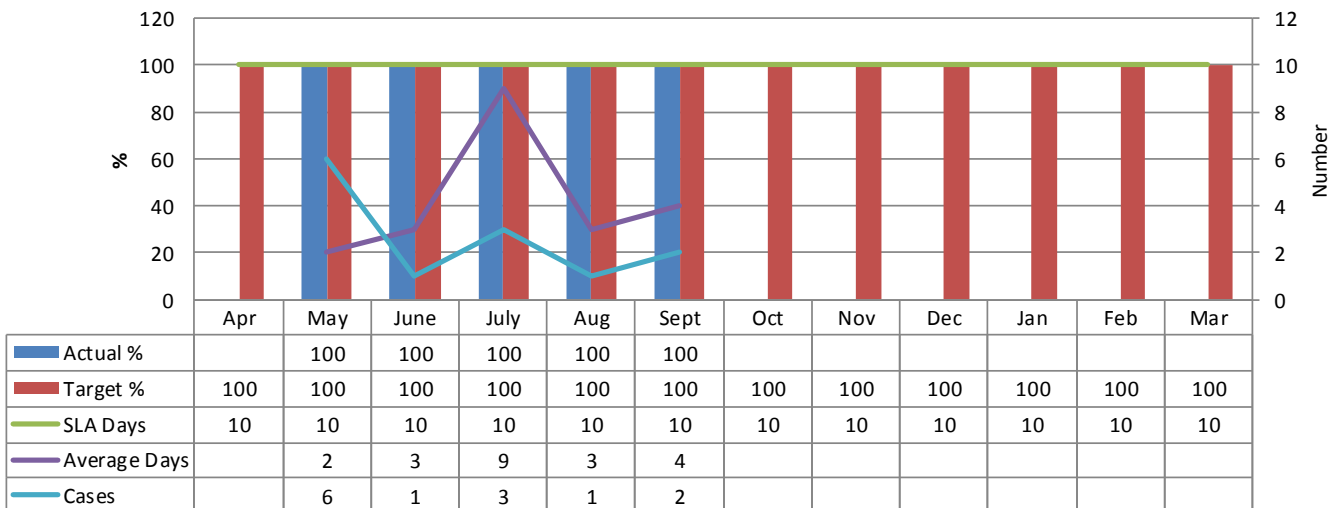


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %												
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days												
Cases												

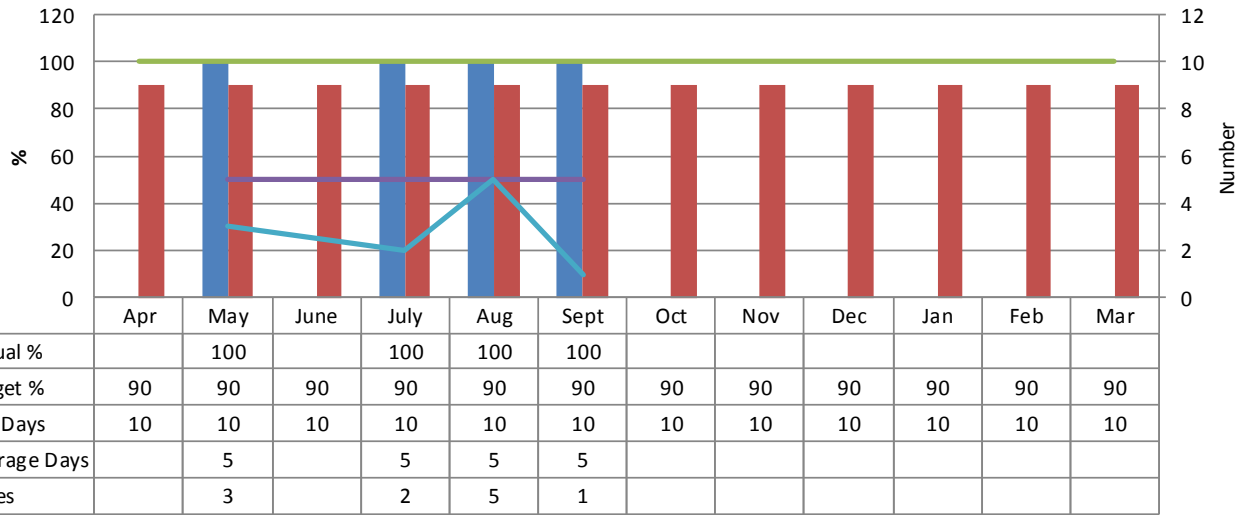
### Retirement Options (Section D5-D9)



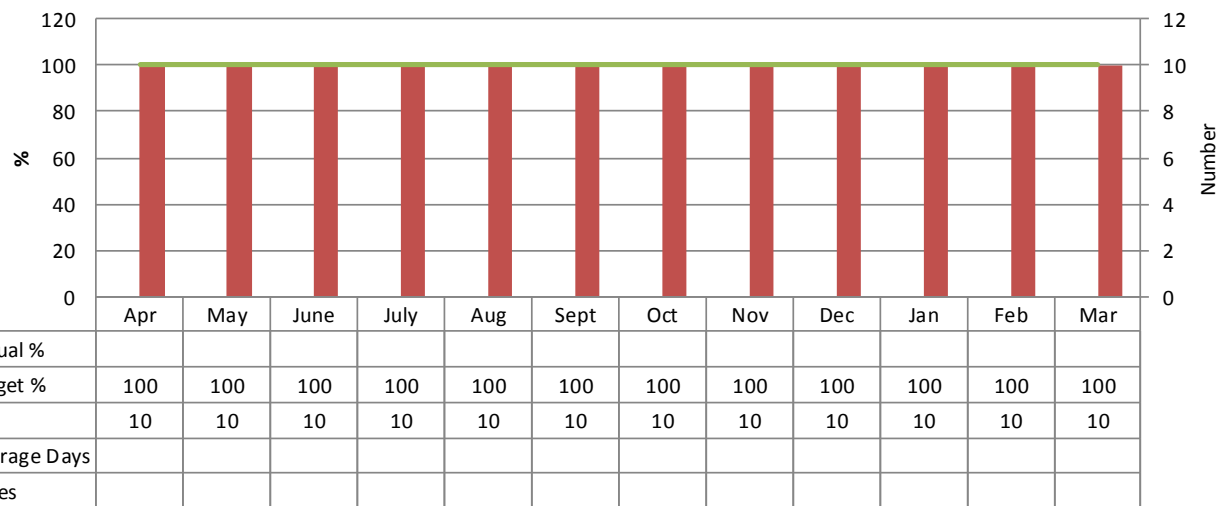
### Retirement Actual (Section E6-E10)



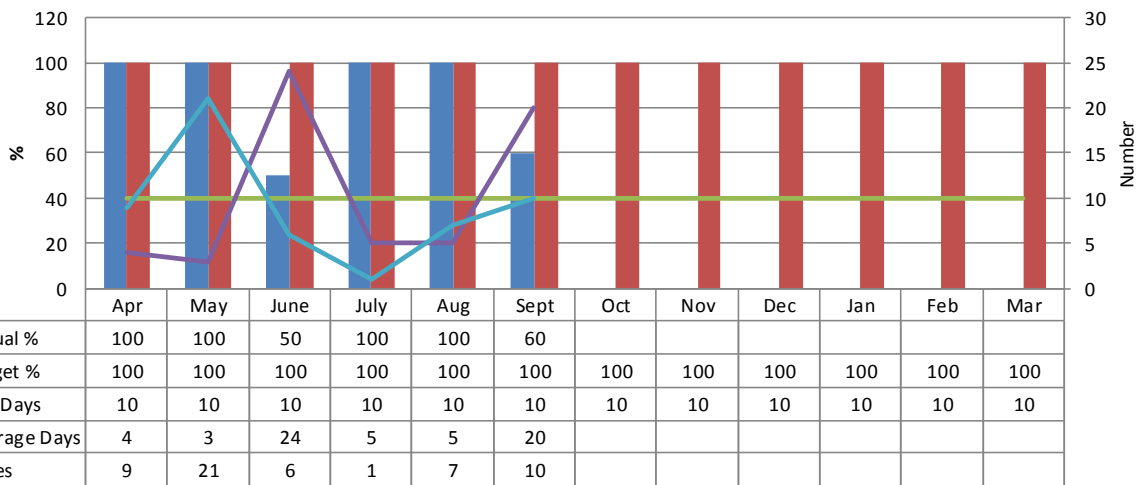
### Deferred Benefits (Section E4)



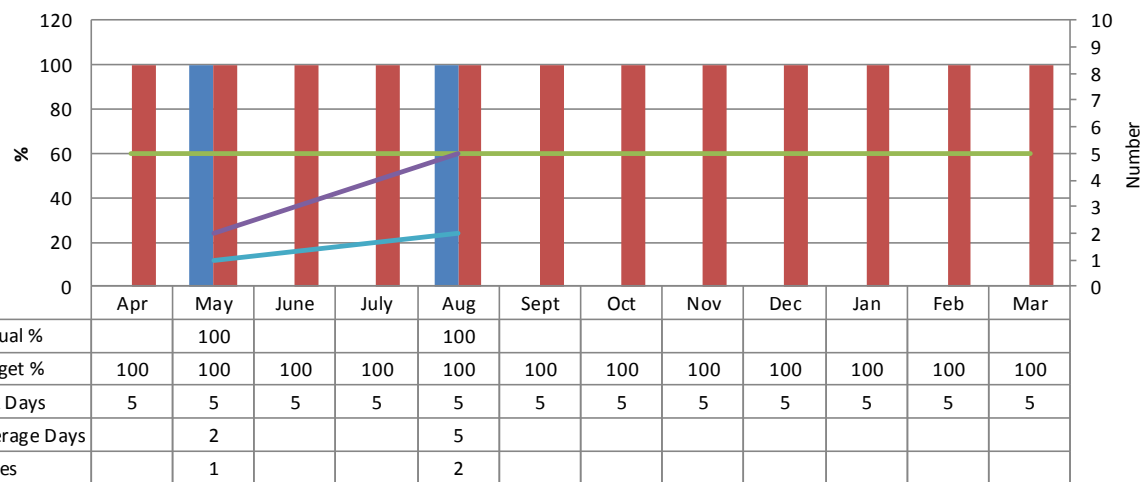
### Refund Cases (Section E3)



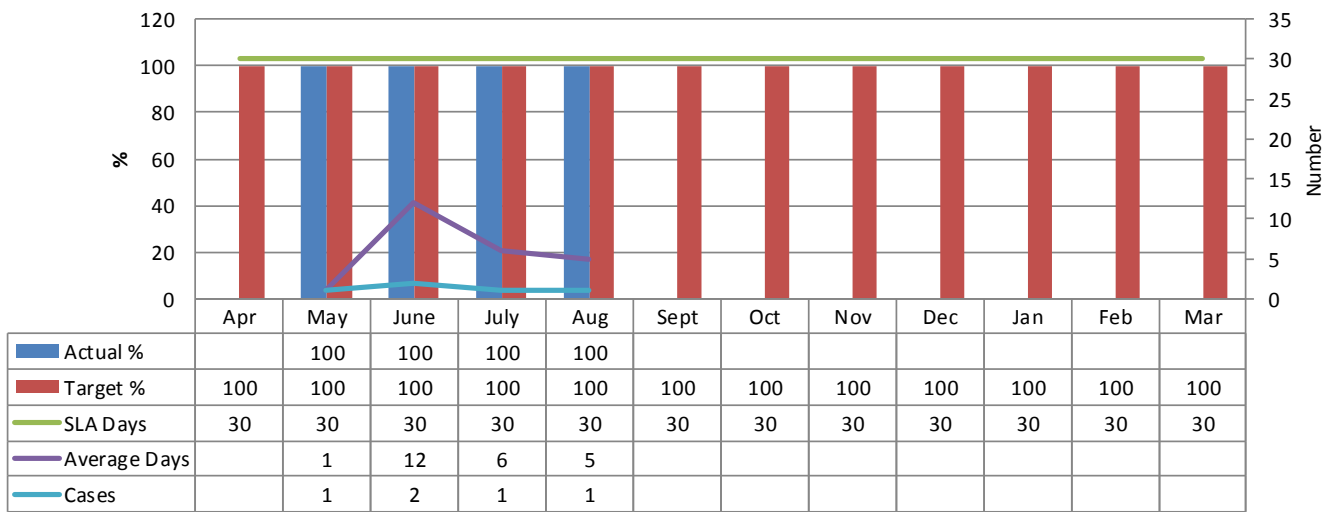
### Estimates (Section D5-D9)



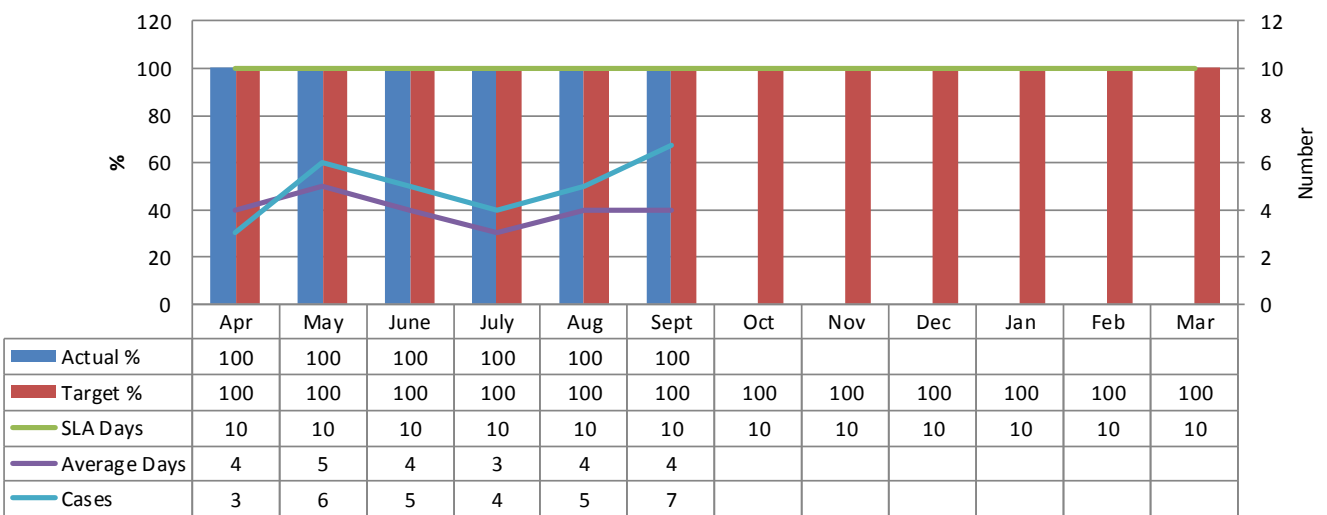
### Death on Pension (Section F2-F4)



### Divorce Cases (Section D10 & E11)



### General Enquiries (Not specific to any areas above)



## Appendix A

April 2016

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	4	7	2	0	0	9	9	100.00	
General	Enquiries	10	100	4	3	0	0	0	3	3	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	4	4	0	0	0	4	4	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	4	14	13	0	0	27	27	100.00	

May 2016

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	2	1	0	0	0	1	1	100.00	
Deferred Benefits	E4	10	90	5	0	3	0	0	3	3	100.00	
Divorce Cases	D10+E11	30	100	1	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	3	18	3	0	0	21	21	100.00	
General	Enquiries	10	100	5	5	1	0	0	6	6	100.00	
Processing new entrants	A4	10	90	0	0	4	0	0	4	4	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	2	5	1	0	0	6	6	100.00	
Retirement Options	D5-D9	10	100	4	3	2	0	0	5	5	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	4	11	16	0	0	27	27	100.00	

June 2016

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	12	2	0	0	0	2	2	100.00	
Estimates	D5-D9	10	100	24	5	1	3	0	6	3	50.00	Care Cases
General	Enquiries	10	100	4	4	1	0	0	5	5	100.00	
Processing new entrants	A4	10	90	1	1	15	0	0	16	16	100.00	
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	3	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	4	10	24	0	0	34	34	100.00	

July 2016

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	0	2	0	0	2	2	100.00	
Divorce Cases	D10+E11	30	100	6	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
General	Enquiries	10	100	3	2	2	0	0	4	4	100.00	
Processing new entrants	A4	10	90	0	1	8	0	0	9	9	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	9	2	1	0	0	3	3	100.00	
Retirement Options	D5-D9	10	100	3	2	1	0	0	3	3	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	3	5	4	0	0	9	9	100.00	



August 2016

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	5	0	5	0	0	5	5	100.00	
Divorce Cases	D10+E11	30	100	5	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	5	7	0	0	0	7	7	100.00	
General	Enquiries	10	100	4	4	1	0	0	5	5	100.00	
Processing new entrants	A4	10	90	3	0	5	0	0	5	5	100.00	
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	4	2	1	0	0	3	3	100.00	
Transfers – in (Calculation)	0	10	90	4	0	3	0	0	3	3	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	5	15	58	0	1	73	72	98.63	

September 2016

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	0	1	0	0	1	1	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	20	7	3	4	0	10	6	60.00	Care Cases
General	Enquiries	10	100	4	4	3	0	0	7	7	100.00	
Processing new entrants	A4	10	90	0	0	2	0	0	2	2	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	4	1	1	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	4	3	0	0	0	3	3	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	4	4	15	0	0	19	19	100.00	