

Appendix B



Cheshire Fire Reports Service Delivery Report

2016-2017

April 2016 – March 2017

Urgent Matters

None

Regulations and Guidance

April 2016

- The change to the SCAPE discount rate announced on 16th March 2016 prompted GAD to issue the following new factors in April:
 - CETV's (all 3 schemes)
 - Divorce (all 3 schemes)
 - Non-Club Transfer In (PPS 2015)
 - Tax Charge Debits: Annual Allowance Charges (all 3 schemes)
 - Commutation (PPS 1987)

All other factor tables have been unaffected.

Actions

None required

- CPI increase in the 12 months to September 2015 was negative (-0.1%). Pension benefits in both the PPS 1987 and PPS 2006 are unaffected by the change and will remain at a static amount. Negative CPI to be applied to the uprating of PPS 2015 benefits. The Treasury issued a notification of how revaluation was to be applied and this was circulated by the Home Office.

Actions

None required. Revaluation to be applied by Kier.

- Email issued from Home Office to clarify the DWP benefits that should be deducted from Injury pensions. The Home Office have confirmed that it is their intention to amend the Police (Injury Benefit) Regulations 2006 to ensure that ESA is deducted. Until the regulations are amended, the advice remains that forces continue with current legislation (i.e. do not deduct ESA).

Actions

If your current policy is to deduct ESA, you should review this following advice from the Home Office.

May 2016

- The Home Office issued circular 6/1997 as clarification of the IDRPs process and who is responsible for IDRPs.

Actions

None required

- Home Office Circular 03/2016. Updated guidance to circular 020/2008 on lifetime and annual allowance charges. The circular confirms the tax charges payable and the method of collecting the payments from the members benefits.

Actions

No action required as this will be incorporated into the retirement calculations provided by the Pension Unit

June 2016

- The Home Office amended the PPS 2015 Members' Guide. This can be found at the following link:

<https://www.gov.uk/government/publications/the-police-pensions-scheme-2015-members-guide>

Actions

None required

- The Pensions Regulator has updated their Public Service Toolkit that forces may find useful. This can be found at the following link:
<https://education.thepensionsregulator.gov.uk/login/index.php?ed2f26df2d9c416fbddddd2330a778c6=avoutotv-akovtjye>

Actions

None required

- The Police Advisory Board of England and Wales (PABEW) issued an email stating their intention to draft a letter to pension boards. This letter will ask board chairs to share pension ombudsman data.

Actions

None required

July 2016

- CPOSA issued a statement to their members informing them that the Home Office had agreed to remove the commutation cap (2.25xpension) on a discretionary basis where a member had not yet accrued 30 years' service within the PPS 1987.
We have since contacted the Home Office and they have confirmed that this is indeed the case, however, we must await a change in regulations before this can be implemented. They also advised that the discretion would not be backdated.

Actions

None required until regulation are amended. Further information will be issued to forces at this point.

- Home Office Circular 07/2016. Notification that the Police Pensions (Additional Voluntary Contributions) Regulations 1991 are to be amended to allow officers to take 100% of their AVC fund as a cash payment. Circular confirms that AVCs can be taken from age 55 if the officer has not retired or earlier if the officer has a protected pension age and retires from the force.

Actions

No Action required until amendments to the regulations have been made

August 2016

- Home Office Circular 08/2016. Issued to Police forces only. The circular provides new arrangements for officers on temporary promotion to superintending ranks from 6 April 2016. The new arrangements provide forces with the opportunity to offer officers, who are promoted on a temporary basis, a non pensionable payment in lieu of salary. This may benefit officers as receiving the promotional pay as a pensionable emolument may trigger annual allowance breaches.

Actions

Ensure Payroll and HR are aware of this change

September 2016

- Home Office have issued an email to Police Pension Authorities (6th September) confirming the position in relation to the removal of the commutation cap. Home Office have confirmed that the removal of the cap will be at the discretion and cost of the employer. If the cap is lifted, the employer will be required to make a payment equal to the difference between the capped and uncapped lump sum into their pension account. Home Office have reiterated that the amendment is subject to regulation changes and won't be made retrospective.

Actions

None required until regulation are amended. Further information will be issued to forces at this point.

- Home Office email to Police Pension Authorities (28 September). Notification of change in bank details for Equitable Life.

Actions

Payroll systems will need to be amended to ensure that any remaining Equitable Life AVC payments are made to their new account.

October 2016

- Pension Savings Statements have now been issued to relevant members. Contact details given are for the pensions unit.

Actions

Please note a list of those members that have been issued statements as details may be required for reporting purposes.

November 2016

- New factor received for 'club' transfers received. These are due to take effect from 1st March 2017. Revised factors ensure any officer who is transferring service receives an equivalent benefit from the receiving scheme.

Actions

No Action required.

December 2016

- Home Office Circular 11/2016. Issued to Police forces only. Circular confirms the pay award that took effect from 1st September 2016 and links pay to the College of Policing's Assessing and Recognising Competence model - foundation level.

Actions

No action required

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

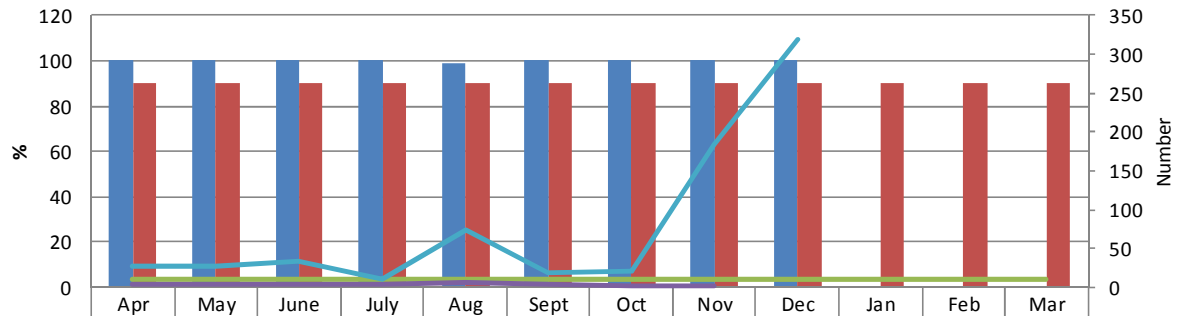
CLG Top Up Grant 31/08/2016

Complaints

Performance Charts

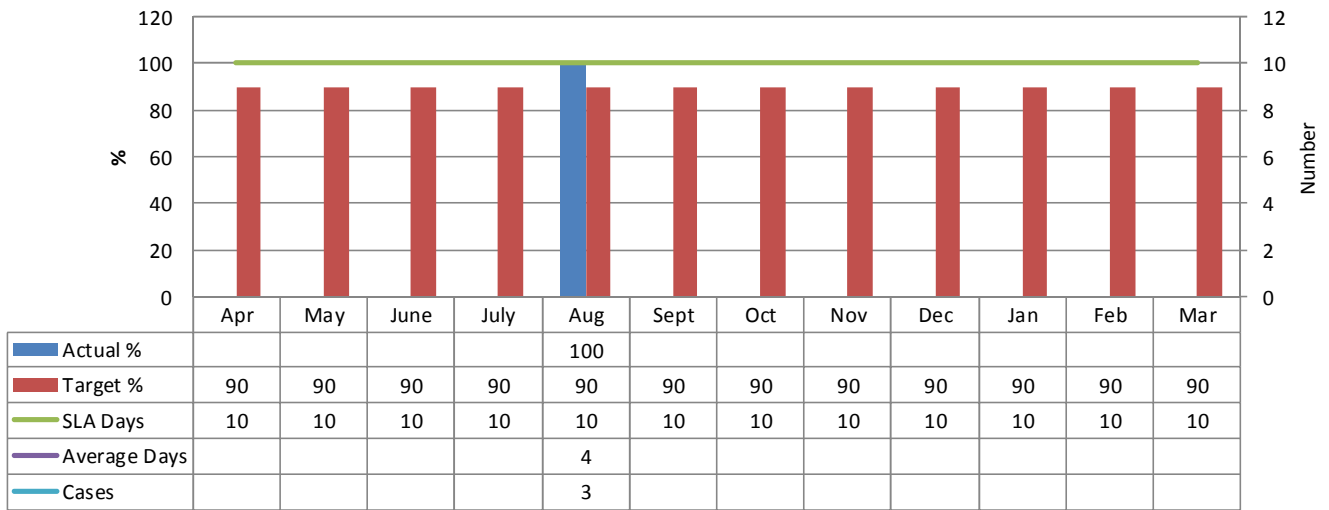
The following charts show performance against individual service level requirements. The detailed performance tables upon which they are based are included at Appendix A.

Variations Section C1-C6

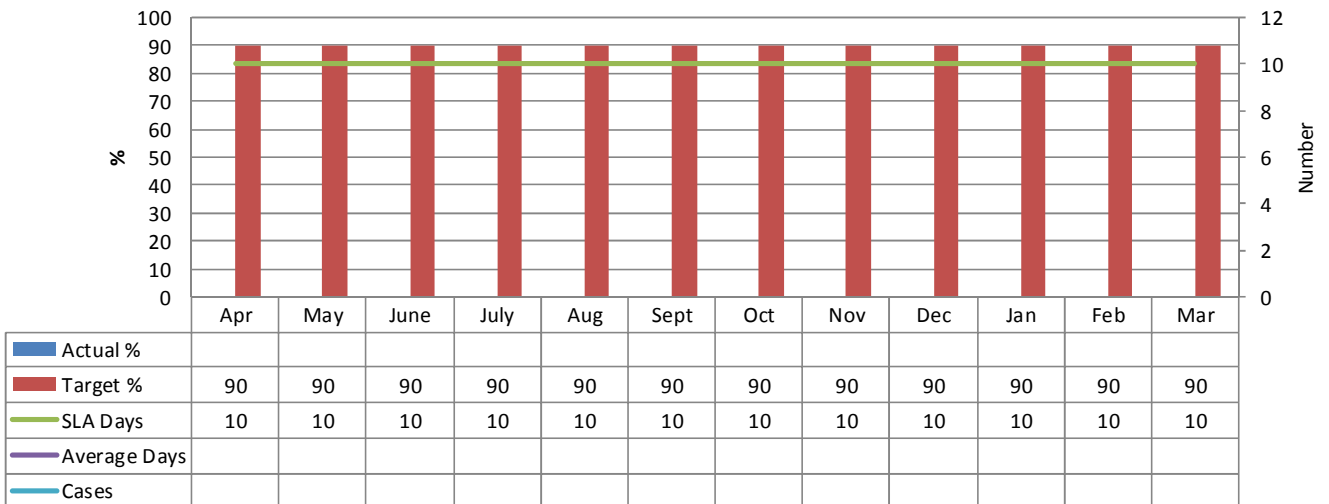


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100	100	99	100	100	100	100			
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	4	4	4	3	5	4	2	1				
Cases	27	27	34	9	73	19	21	184	319			

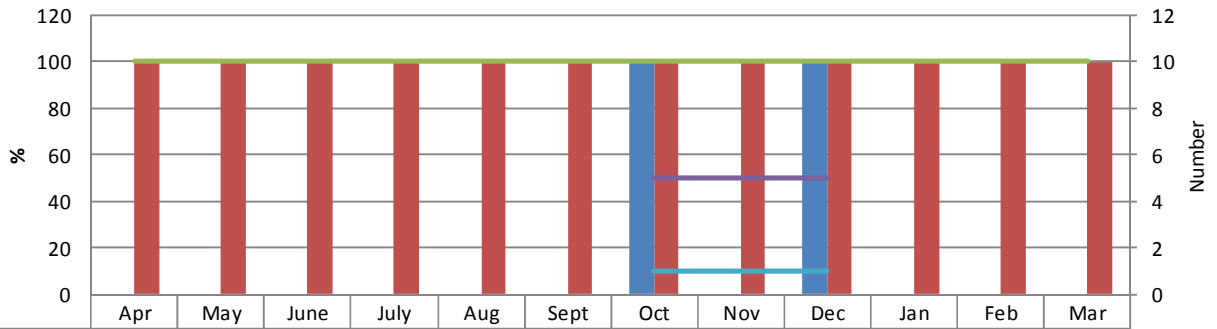
Transfers In - Calculation



Transfers In - Payment

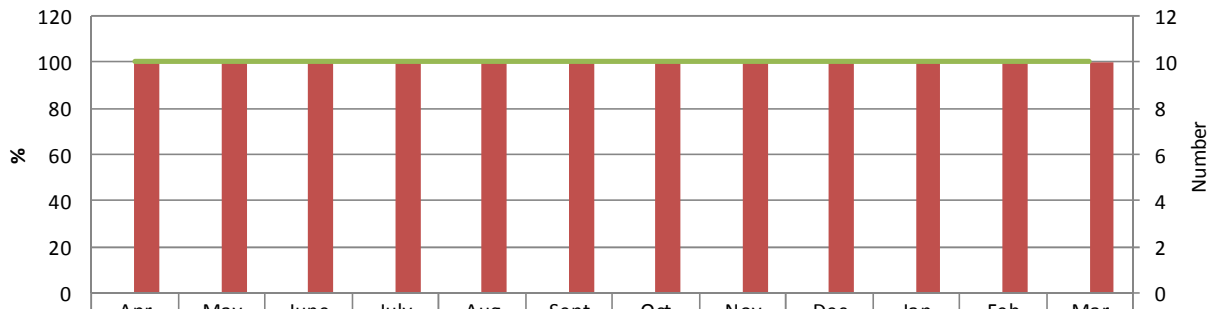


Transfers Out - Calculation (Section D4)



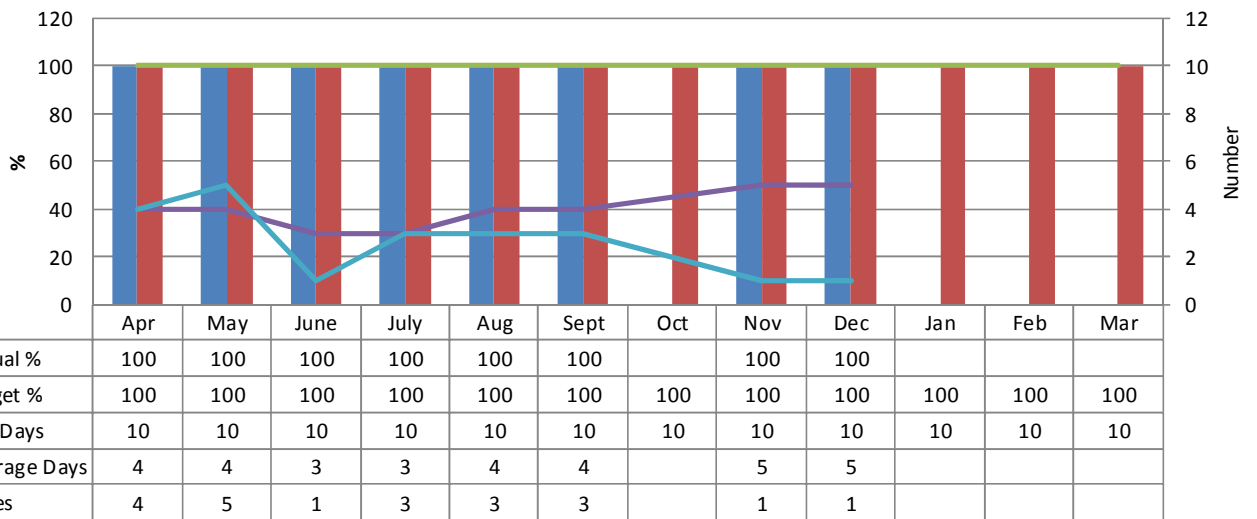
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %							100		100			
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days							5		5			
Cases							1		1			

Transfers Out - Payment (Section E5)

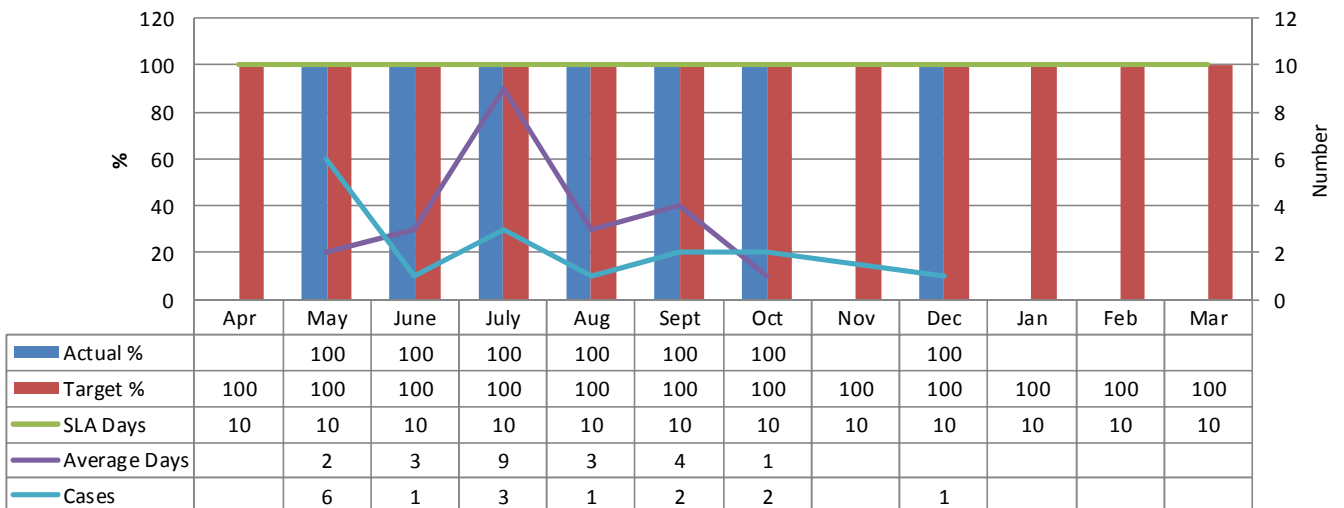


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %												
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days												
Cases												

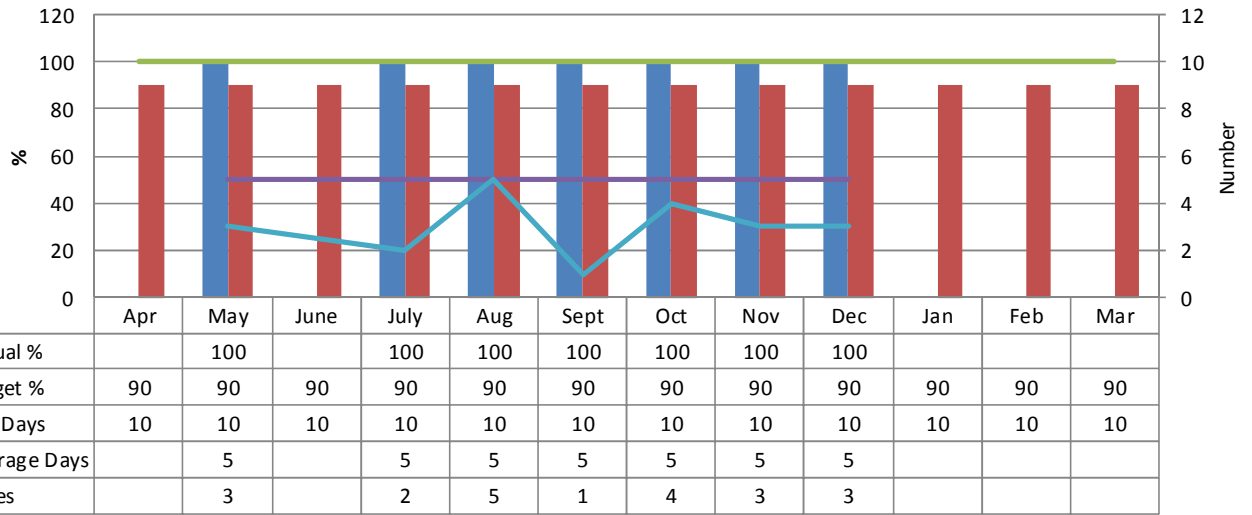
Retirement Options (Section D5-D9)



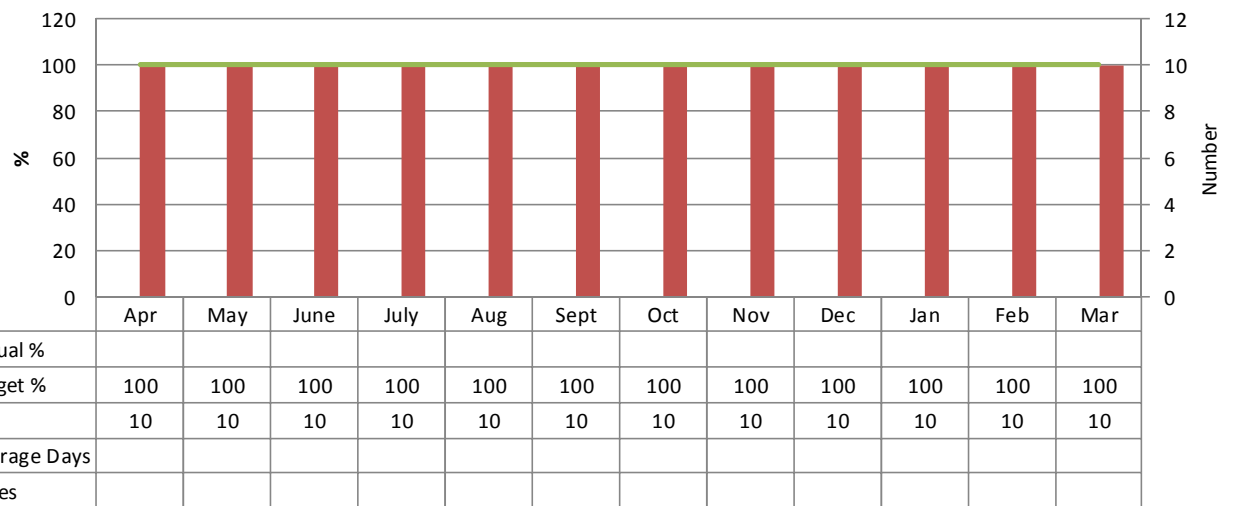
Retirement Actual (Section E6-E10)



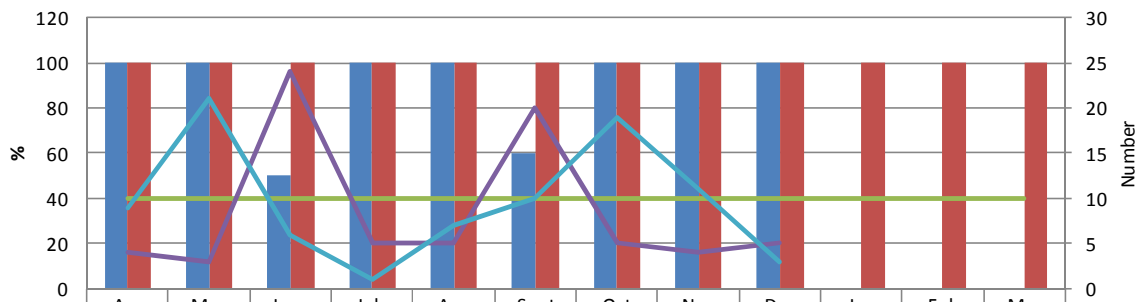
Deferred Benefits (Section E4)



Refund Cases (Section E3)

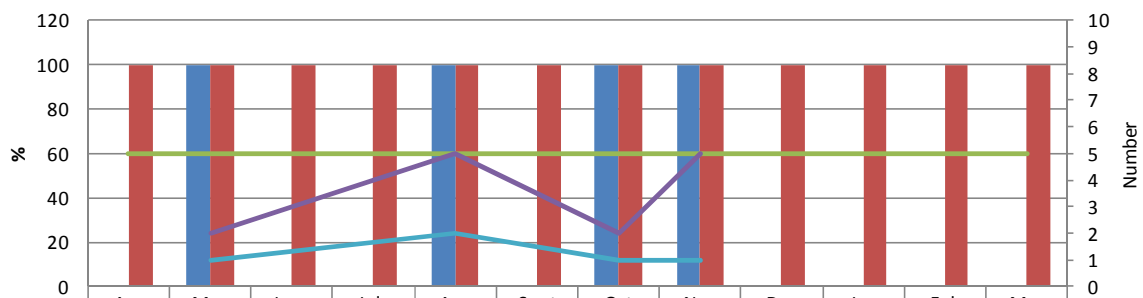


Estimates (Section D5-D9)



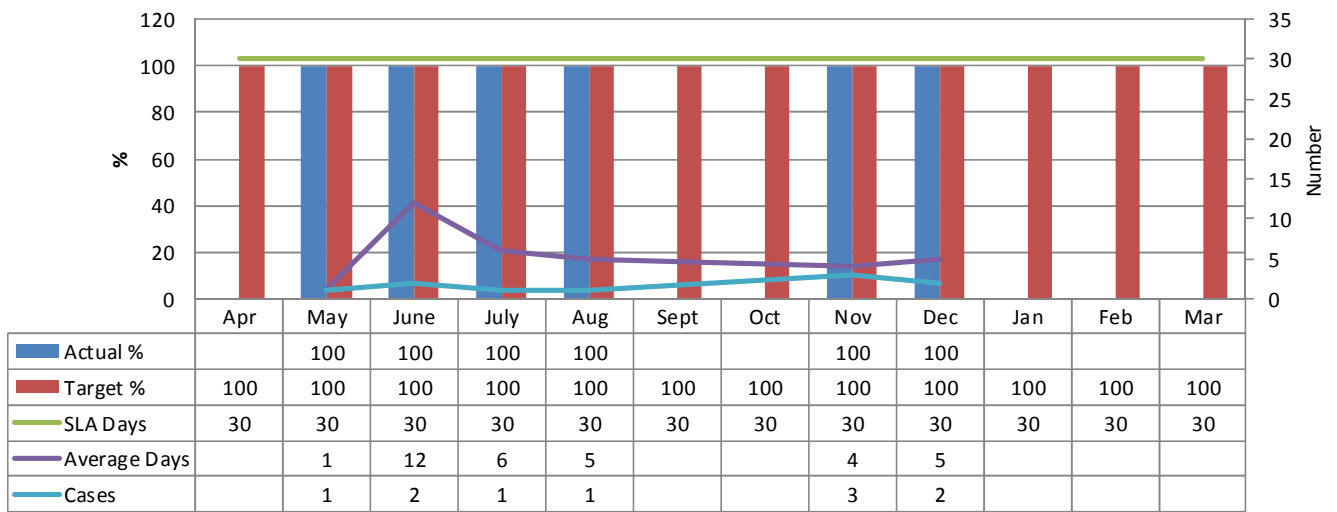
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	50	100	100	60	100	100	100			
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	4	3	24	5	5	20	5	4	5			
Cases	9	21	6	1	7	10	19	11	3			

Death on Pension (Section F2-F4)

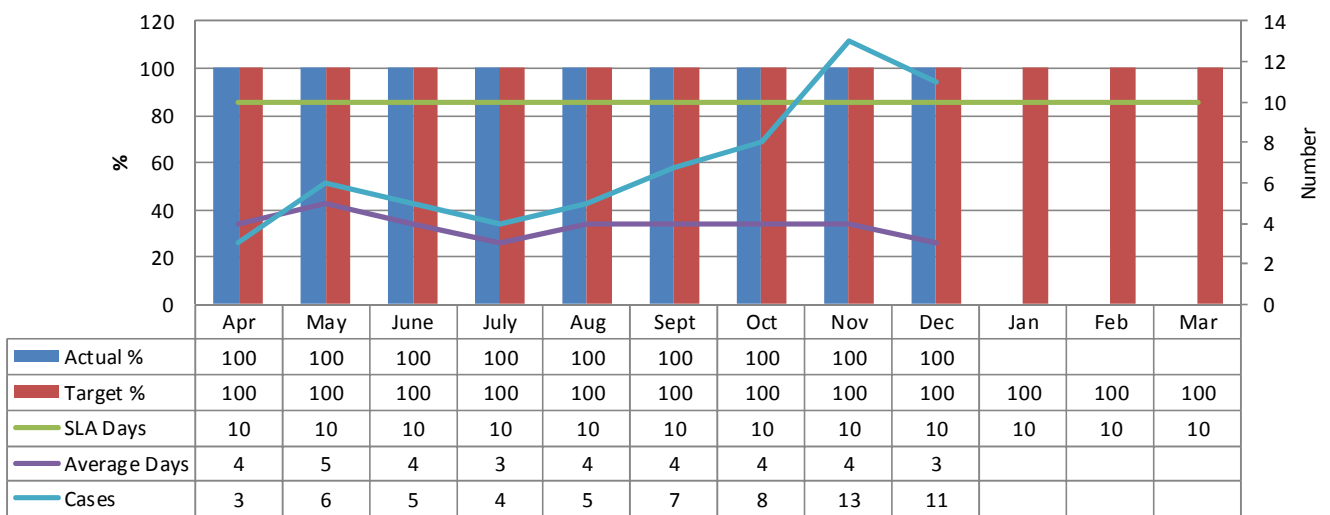


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %		100			100		100	100				
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	5	5	5	5	5	5	5	5	5	5	5	5
Average Days		2			5		2	5				
Cases		1			2		1	1				

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	

October 2016

	A	B	C	D	E	F	G	H	I	J	K	L	M
3	Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
4	Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
5	Death of a pensioner	F2-F4	5	100	2	1	0	0	0	1	1	100.00	
6	Deferred Benefits	E4	10	90	5	0	4	0	0	4	4	100.00	
7	Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
8	Estimates	D5-D9	10	100	5	19	0	0	0	19	19	100.00	
9	General	Enquiries	10	100	4	5	3	0	0	8	8	100.00	
10	Processing new entrants	A4	10	90	0	0	15	0	0	15	15	100.00	
11	Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
12	Retirement Actual	E6-E10	10	100	1	2	0	0	0	2	2	100.00	
13	Retirement Options	D5-D9	10	100	#N/A	0	0	0	0	0	0	0.00	
14	Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
15	Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
16	Transfers – Out (Calculation)	D4	10	100	5	0	1	0	0	1	1	100.00	
17	Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
18	Variations	C1-C6	10	90	2	9	12	0	0	21	21	100.00	

November 2016

	A	B	C	D	E	F	G	H	I	J	K	L	M
3	Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
4	Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
5	Death of a pensioner	F2-F4	5	100	5	1	0	0	0	1	1	100.00	
6	Deferred Benefits	E4	10	90	5	0	3	0	0	3	3	100.00	
7	Divorce Cases	D10+E11	30	100	4	3	0	0	0	3	3	100.00	
8	Estimates	D5-D9	10	100	4	11	0	0	0	11	11	100.00	
9	General	Enquiries	10	100	4	3	10	0	0	13	13	100.00	
10	Processing new entrants	A4	10	90	0	0	1	0	0	1	1	100.00	
11	Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
12	Retirement Actual	E6-E10	10	100	#N/A	0	0	0	0	0	0	0.00	
13	Retirement Options	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
14	Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
15	Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
16	Transfers – Out (Calculation)	D4	10	100	#N/A	0	0	0	0	0	0	0.00	
17	Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
18	Variations	C1-C6	10	90	1	39	145	0	0	184	184	100.00	

December 2016

	A	B	C	D	E	F	G	H	I	J	K	L	M
3	Service	KPI	Days	Minimum Target	Average Case Time (days)	FPS	NFPS	FPS	NFPS	TOTAL (cases)	Within Target	Actual Performance	Comments
4	Death in Service	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
5	Death of a pensioner	F2-F4	5	100	#N/A	0	0	0	0	0	0	0.00	
6	Deferred Benefits	E4	10	90	5	0	3	0	0	3	3	100.00	
7	Divorce Cases	D10+E11	30	100	5	2	0	0	0	2	2	100.00	
8	Estimates	D5-D9	10	100	5	3	0	0	0	3	3	100.00	
9	General	Enquiries	10	100	3	6	5	0	0	11	11	100.00	
10	Processing new entrants	A4	10	90	0	0	23	0	0	23	23	100.00	
11	Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
12	Retirement Actual	E6-E10	10	100	0	1	0	0	0	1	1	100.00	
13	Retirement Options	D5-D9	10	100	5	1	0	0	0	1	1	100.00	
14	Transfers – in (Calculation)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
15	Transfers – in (Payment received)	0	10	90	#N/A	0	0	0	0	0	0	0.00	
16	Transfers – Out (Calculation)	D4	10	100	5	0	1	0	0	1	1	100.00	
17	Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
18	Variations	C1-C6	10	90	0	201	118	0	0	319	319	100.00	