



**Cheshire Fire Reports**  
**Service Delivery Report**

**2016-2017**

## **April 2016 – March 2017**

## Overview

The 2016/17 scheme year contained a couple of exercises, mainly impacting on the Fire & Rescue Authorities themselves; continuing the options exercise for eligible retained firefighters wishing to join the retained modified section of the 2006 scheme, followed by the work needed to identify members (and former members) of FPS 1992 entitled to a refund of any contributions paid beyond their 30 year membership date. Steps were also taken by Authorities to suspend future contributions for serving firefighters reaching their 30-year date from October 2016, with Kier Pensions Unit making those refund payments to retired firefighters as part of their pension payment (in March 2017).

Earlier in the scheme year, the consultation on introducing measures that would see the pensions for spouses / civil partners continue, if they went on to form another relationship, in cases where an FPS 1992 member was killed in the line of their duties. The consultation also included the possibility of FPS 1992 / FPS 2006 members, being considered for ill health retirement prior to their transition date into FPS 2015, being allowed to remain in their former scheme until the outcome is known. Whilst the consultation ran until May 2016, the outcome is still awaited.

Another consultation was launched in February regarding the re-appointment of retired senior officers (being FPS 1992 members for the most part). This ran to 4 April 2017.

The national focus, headed by Clair Alcock, continued throughout the scheme year, with training provided around the country for different parties, ranging from administration staff, Fire & Rescue Authorities and local pension boards. The long-standing forum groups also continued throughout the year, with the Scheme Advisory Board (SAB) chair – Malcolm Eastwood – attending a number of meetings. Since his appointment, many are seeing improved structure and reporting lines now coming to the fore. The 2<sup>nd</sup> Annual Fire Pensions Conference also took place (in October 2016).

A national template for Annual Benefit Statements (ABS), produced by Clair with input from the Communications Group, was made available and appropriate developments undertaken by the major software providers to accommodate the agreed information to be provided.

Major communications to members, namely the ABS and pension savings statements to those exceeding their annual allowance pension input, were issued within statutory timescales. As a result of 2015s Budget, the pension savings statements (and the calculation routines underpinning them) were substantially changed due to the changes to re-align the pension input period of schemes to coincide with the tax year; this saw the 2015/16 pension input period (the year in question for 2016s pension savings statements) being split into two periods!

January 2017 saw the preliminary hearing of the FPS 2015 discrimination legal challenge. The case was ruled, in February by the employment tribunal, as not being unlawful discrimination. An appeal by the FBU was expected, and this was launched in March 2017.

Looking into the future, we can expect guidance from the Home Office following the Brewster case (the much publicised case of a Northern Irish Local Government Pension Scheme member who was denied a cohabiting partner's pension due to a nomination form not being completed). Whilst no insight was provided at the 2 March Fire Technical meeting, there may need to be wording changes on the forms currently used (for members of FPS 2006 and FPS 2015). At some point, the long-awaited conclusion of the consultation concerning FPS 1992 members killed on duty should be publicised, as will the outcome of February's consultation on the re-appointment of retired senior officers.

## 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.

- 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 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

- 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.

- 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

- The Firefighters' Pension Scheme (Amendment and Transitional Provisions)(England) Order 2016 No. 878

Regulations come into force on 30/09/2016 to introduce an employee contributions holiday for members of the 1992 Firefighters' Pension Scheme, who achieve the maximum 30 years' pensionable service before age 50.

**Consequences:** Responsibility for implementation is with the FRAs. FRAs were asked to identify members (and former members) who could be affected in advance of GAD Guidance being issued.

Kier will liaise with FRAs in identifying members and formers members who may be affected and will update the unit's staff and the 'News' area of 'myownpension' website.

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.

- 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 – Bradford 20 October 2016

**Consequences:** For information only. Clair Alcock attended and gave an update from the recent Annual Fire Pensions Conference as well as the Fire Technical meeting (held the day before the conference). Clair also confirmed that GAD had clarified the previous day on a technical point relating to the 30-year contribution refund (where someone achieves 30 years' membership before 1 December 2006, but doesn't attain age 50 until after that date. The next meeting will be held around March next year after the next Technical meeting, again at the Bradford offices of West Yorkshire.

- 30-year contribution refund

**Consequences:** Kier Pensions Unit provided reports detailing those individuals who will be entitled to some form of refund, following the software provider providing a solution for this purpose.

GAD Guidance received by clients. Deadline to submit estimated costs (for anticipated top-up grant purposes) quoted as 18 November 2016.

## November 2016

- The Pensions Regulator (tPR) Survey – email from Clair Alcock

**Consequences:** for Fire Authority chairs to complete. One of the aims of the survey was to improve engagement with tPR (only 14/45 eligible responses were submitted the previous year). The survey's deadline date was 21 December 2016.

- Updated Retained Modified tax and NI Guide – update by Clair Alcock to the fire community

**Consequences:** for information only. Clair's email confirmed the correct approach for such claims, following a meeting with HMRC and the Home Office, along with appropriate wording that a claimant can use where they paid by lump sum or periodic payments.

- Annual Benefit Statement reprints

**Consequences:** for information only. Those members who had requested either a revised statement or, perhaps, their first if they didn't receive one originally back in August, received the statement during November.

## December 2016

- 30-year contribution refund – update to staff

**Consequences:** an update was circulated to pensions unit staff advising them of the latest (i.e. calculator completed in respect of affected members, and submitted to enable estimated costs to be collated and set aside to reimburse Fire & Rescue Authorities). The update also confirmed that a letter to members, along with a payment mandate, was devised and circulated by Clair Alcock (on 4 November), with the intention of payments being made to members by March 2017.

The Firefighters' Pension Scheme 'News' page of Kier's myownpension website was similarly updated, with the emphasis on the Fire & Rescue Authorities being the party responsible for contacting affected firefighters.

- The Pensions Regulator (tPR) Survey – follow-up email from Clair Alcock to the fire community

**Consequences:** further to Clair Alcock's email of 17 November, she sent a reminder (20 December) as the deadline was the following day. Along with this, Clair attached a spreadsheet requesting information on the Scheme Manager for each Fire & Rescue Authority, and whether the necessary delegations for FPS 2015 were in place.

## January 2017

- Legal challenge against FPS 2015: employment tribunal hearing

**Consequences:** as in the case of the much-publicised Judiciary pension scheme claim, the claim is that the 2015 FPS discriminates on age as well as race and gender. Whilst the Judiciary's scheme was considered discriminatory.

## February 2017

- Legal challenge against FPS 2015: employment tribunal hearing

**Consequences:** for information only. On 14 February the tribunal judged that the 2015 scheme was not discriminatory. FBU expected to appeal.

- Communications Working Group Meeting

**Consequences:** for information only. Kier dialled into the meeting which. The discussion centred around 2017s annual benefit statements, a 'house-style' for material issued by the Group, and the need for re-vamped guides to make them more modern and user-friendly. Clair Alcock expects the vacancy for her support officer to be announced in the near future.

- Pensions Increase – formal confirmation from HM Treasury received

**Consequences:** for information only. Public service pensions which have been in payment for a year will be increased by 1% from 10 April 2017 in line with the September-to-September increase in the Consumer Prices Index (CPI). Any pension which has been in payment for less than a year will be increased by a proportionate amount depending upon the number of months it has been in payment.

- Consultation launched on the re-engagement of senior fire officers post retirement

**Consequences:** the consultation was launched 21 February, and ran until 4 April. The government aims to revise the national framework, to include guidance of what Fire & Rescue Authorities need to consider, when considering re-appointment of senior officers, as the current practice has generated a lot of 'public interest' and has the 'potential to damage the trust between regular firefighters and senior officers. The proposals included six points to consider / achieve.



## March 2017

- Fire Technical Meeting – 1 March, Leicester

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

- FPS 2015 revaluation rate for active members' accounts confirmed

**Consequences:** for information only. Clair Alcock emailed the Fire community with confirmation that the revaluation rate, to be applied on 1 April 2017, was 2.6%; this being the increase of average weekly earnings.

- Legal challenge against FPS 2015: briefing note to staff and clients on the outcome of the employment tribunal hearing

**Consequences:** for information only. A briefing note was circulated outlining the background of the transitional arrangements of the 2015 scheme, and why they were considered discriminatory. The briefing note also gave commentary on the eventual ruling.

As expected, the FBU lodged their appeal on the ruling in March.

- 2017/18 pay bands for applying FPS contributions

**Consequences:** clients were informed of the pay bands that will apply for 2017/18 but measures had already been taken due to each scheme's regulations confirming the appropriate bands / contribution rate, back in 2015, for each scheme year up to 2018.

- 2017 Budget – 25% tax on certain overseas transfer value payments

**Consequences:** for information only at this stage, as full impact (i.e. which overseas schemes are willing to remain as qualified recognised overseas schemes in light of the additional requirements that will be imposed on them) won't be known until mid-April. Clients will be updated once a fuller picture is known. Clair Alcock emailed the Fire Community on this subject 9 March.

- Recruitment to national firefighters' pensions positions

**Consequences:** for information only at this stage. The Scheme Advisory Board (SAB) appointed a practitioner advisor onto the Board, and the advertisement was issued for Clair's assistant.

## 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

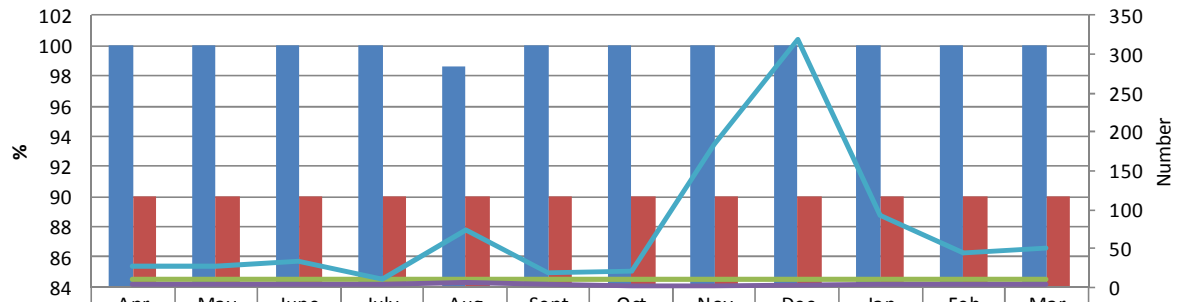
CLG Top Up Grant 31/08/2016

## Complaints

### Performance Charts

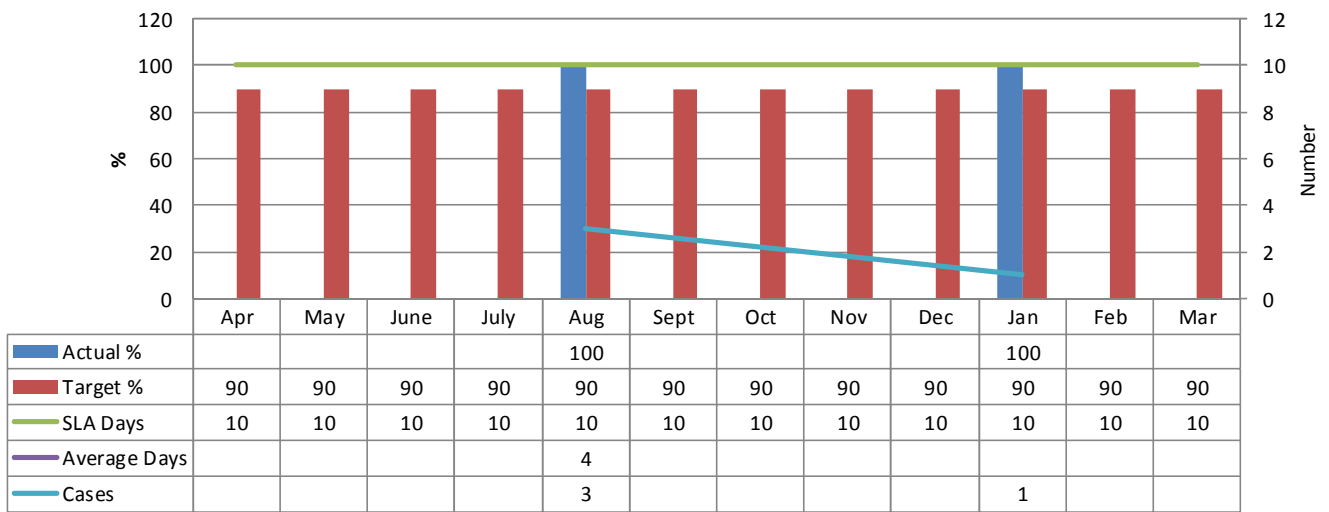
The following charts show performance against individual service level requirements. The detailed performance tables upon which they are based are included at Appendix A.

#### Variations Section C1-C6

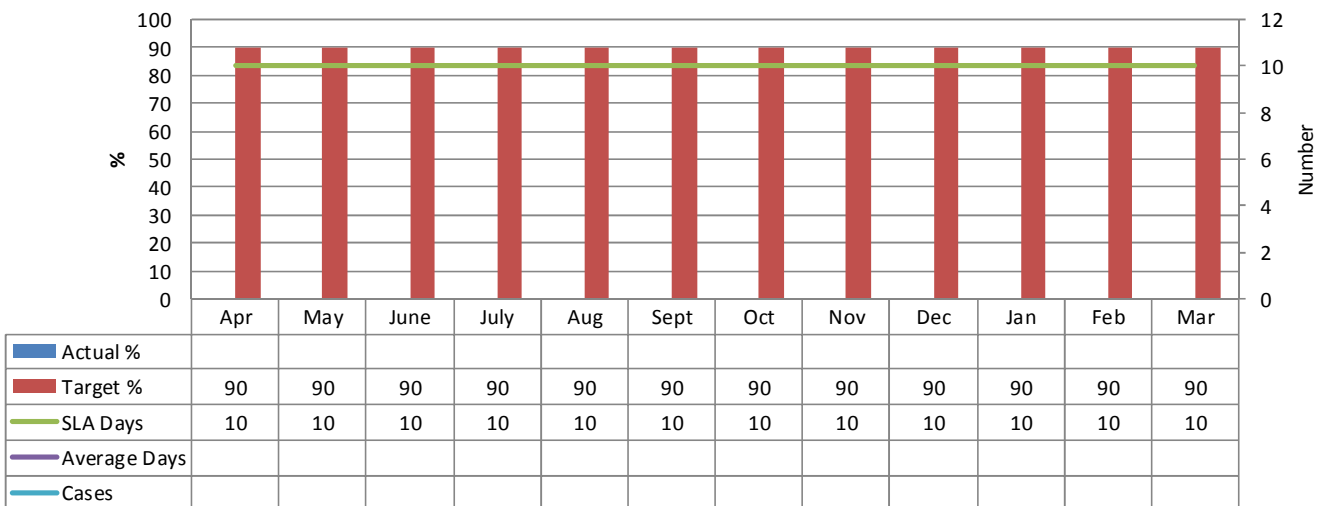


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100	100	99	100	100	100	100	100	100	100
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	4	4	4	3	5	4	2	1		4	4	3
Cases	27	27	34	9	73	19	21	184	319	92	43	51

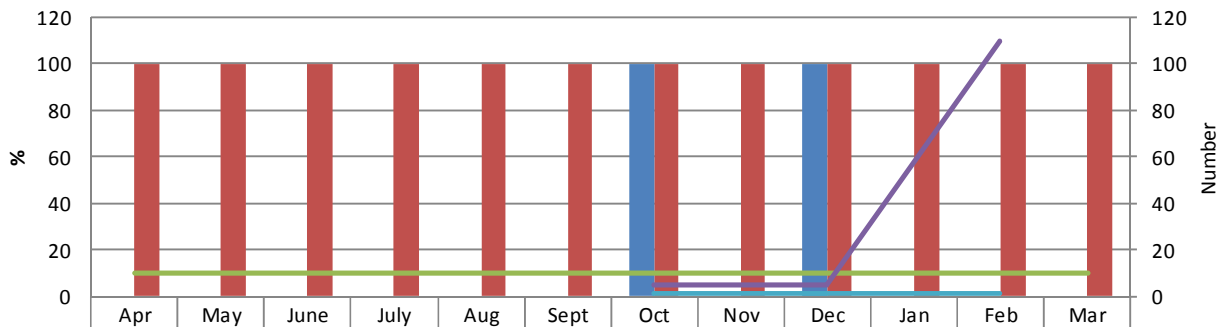
### Transfers In - Calculation



### Transfers In - Payment

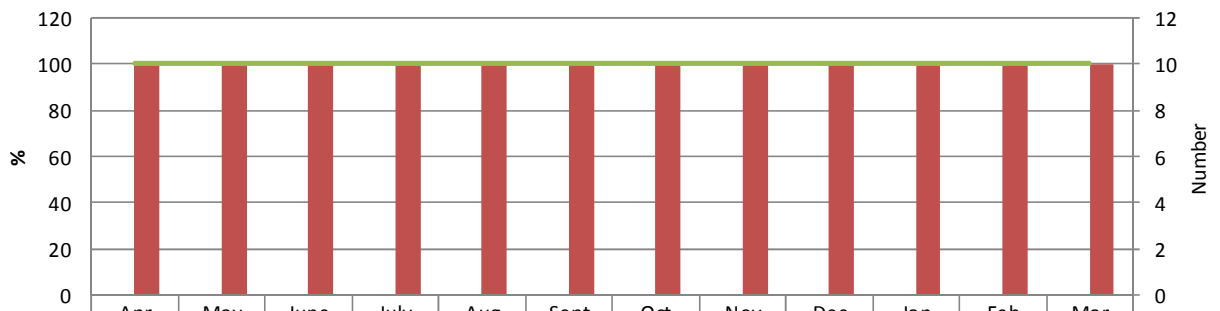


### Transfers Out - Calculation (Section D4)



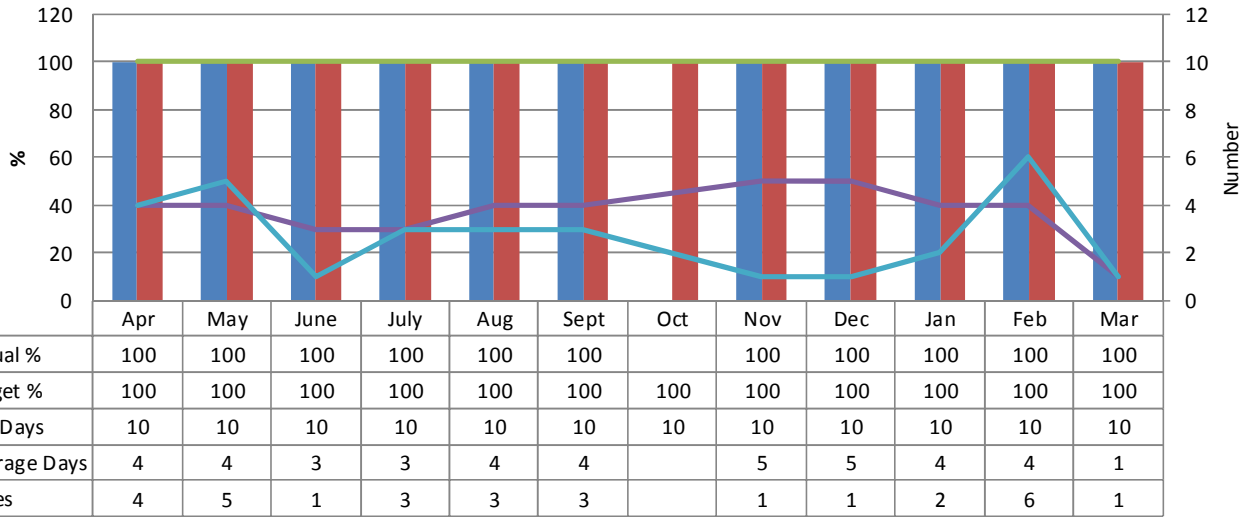
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %							100		100			
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days							5		5		110	
Cases							1		1		1	

### Transfers Out - Payment (Section E5)

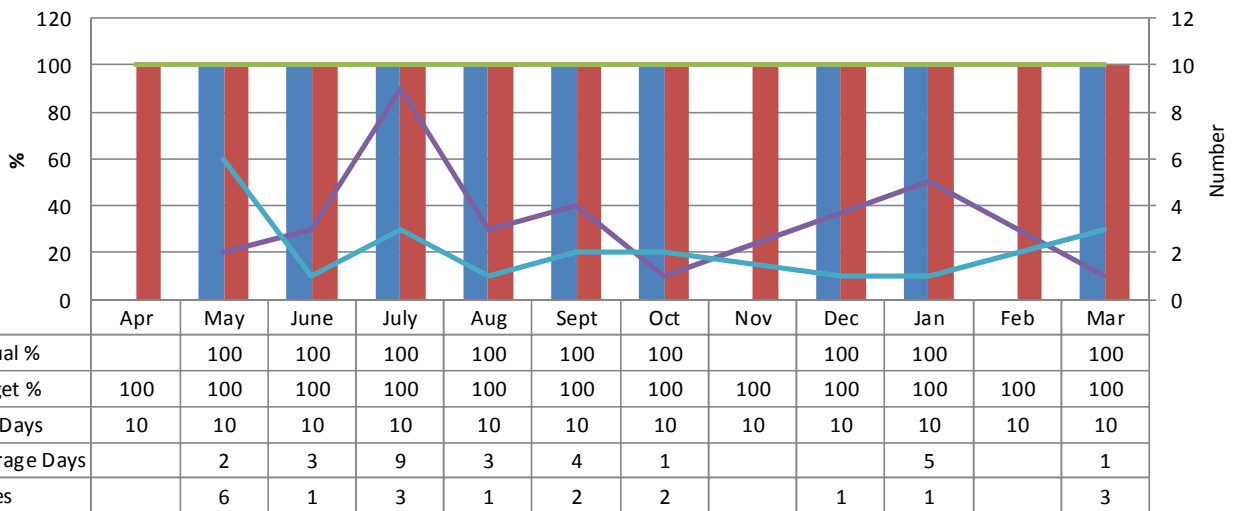


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %												
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days												
Cases												

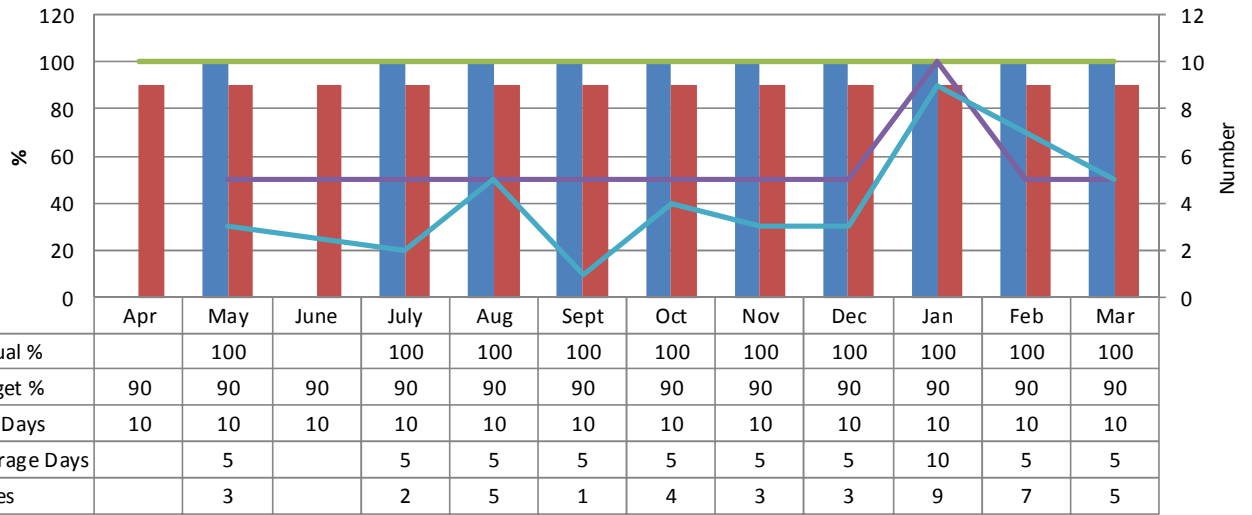
### Retirement Options (Section D5-D9)



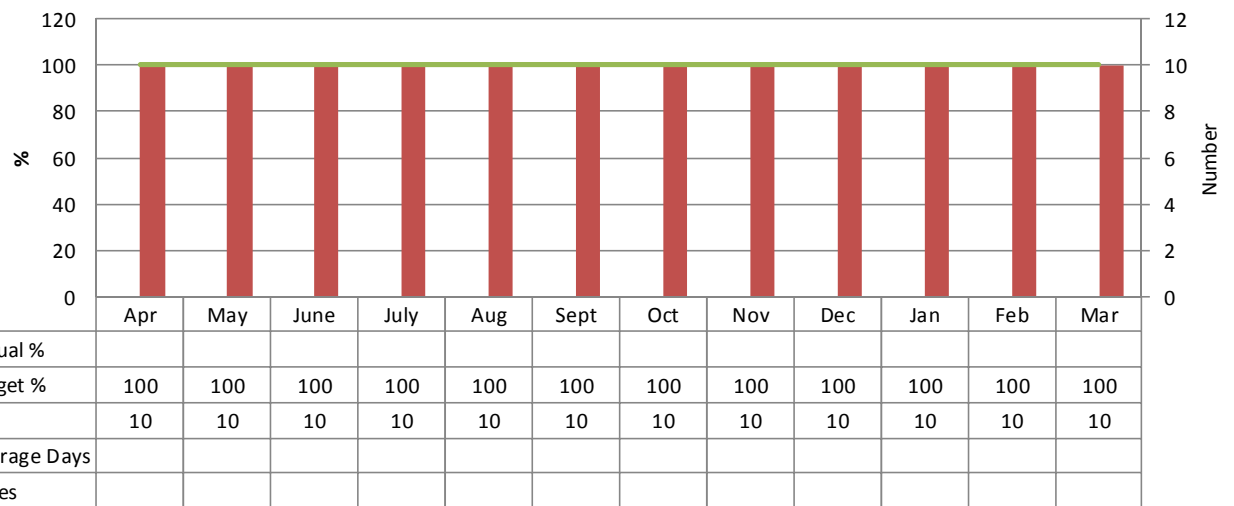
### Retirement Actual (Section E6-E10)



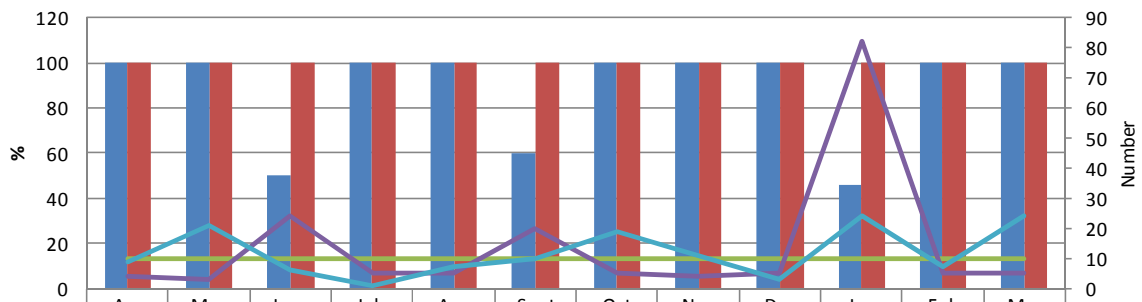
### Deferred Benefits (Section E4)



### Refund Cases (Section E3)

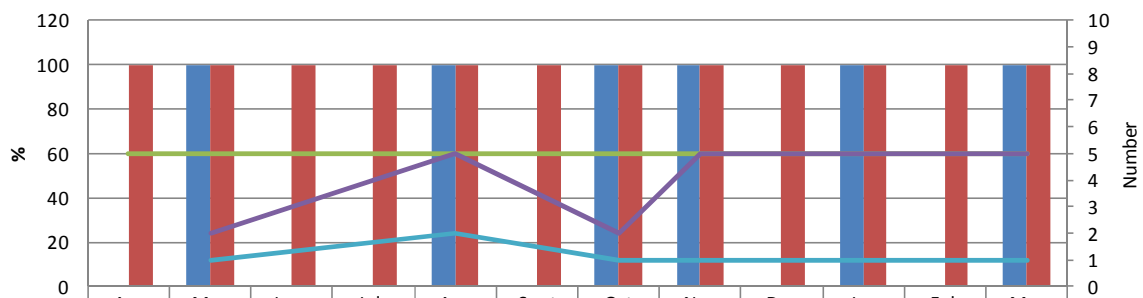


### Estimates (Section D5-D9)



	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	50	100	100	60	100	100	100	46	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	82	5	5
Cases	9	21	6	1	7	10	19	11	3	24	7	24

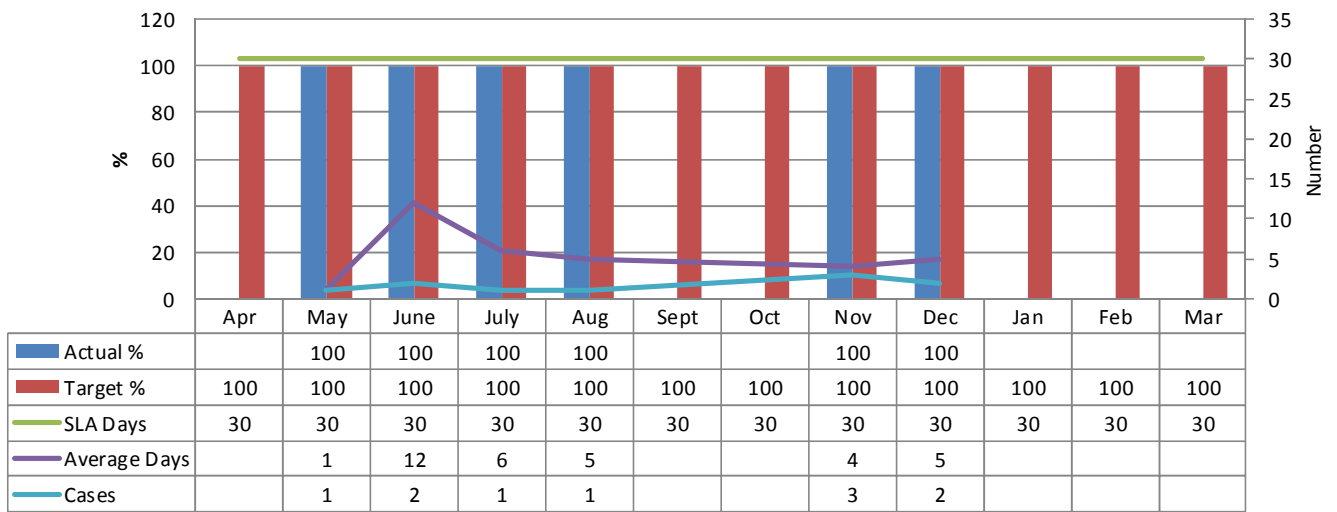
### Death on Pension (Section F2-F4)



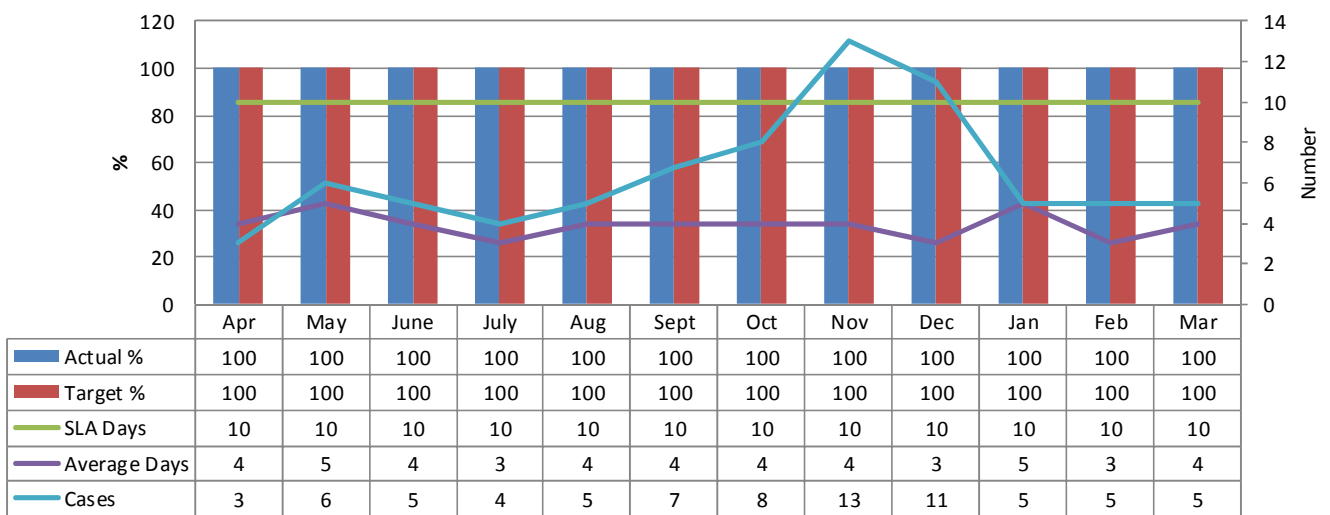
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %		100			100		100	100		100		100
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	5	5	5	5	5	5	5	5	5	5	5	5
Average Days		2			5		2	5		5		5
Cases		1			2		1	1		1		1



### 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

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	4	0	0	4	4	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	5	19	0	0	0	19	19	100.00	
General	Enquiries	10	100	4	5	3	0	0	8	8	100.00	
Processing new entrants	A4	10	90	0	0	15	0	0	15	15	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	1	2	0	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	#N/A	0	0	0	0	0	0	0.00	
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	5	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	2	9	12	0	0	21	21	100.00	

## November 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	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	4	3	0	0	0	3	3	100.00	
Estimates	D5-D9	10	100	4	11	0	0	0	11	11	100.00	
General	Enquiries	10	100	4	3	10	0	0	13	13	100.00	
Processing new entrants	A4	10	90	0	0	1	0	0	1	1	100.00	
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	5	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	1	39	145	0	0	184	184	100.00	

December 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	3	0	0	3	3	100.00	
Divorce Cases	D10+E11	30	100	5	2	0	0	0	2	2	100.00	
Estimates	D5-D9	10	100	5	3	0	0	0	3	3	100.00	
General	Enquiries	10	100	3	6	5	0	0	11	11	100.00	
Processing new entrants	A4	10	90	0	0	23	0	0	23	23	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	0	1	0	0	0	1	1	100.00	
Retirement Options	D5-D9	10	100	5	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	5	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	0	201	118	0	0	319	319	100.00	

January 2017

	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	10	0	9	0	0	9	9	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	82	24	0	13	0	24	11	45.83	Care Cases
9	General	Enquiries	10	100	5	5	0	0	0	5	5	100.00	
10	Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
11	Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
12	Retirement Actual	E6-E10	10	100	5	1	0	0	0	1	1	100.00	
13	Retirement Options	D5-D9	10	100	4	1	1	0	0	2	2	100.00	
14	Transfers – in (Calculation)	0	10	90	0	0	1	0	0	1	1	100.00	
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	4	26	66	0	0	92	92	100.00	

February 2017

	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	1	6	0	0	7	7	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	5	2	0	0	7	7	100.00	
9	General	Enquiries	10	100	3	4	1	0	0	5	5	100.00	
10	Processing new entrants	A4	10	90	0	0	16	0	0	16	16	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	4	5	1	0	0	6	6	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	110	0	1	0	1	1	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	4	22	21	0	0	43	43	100.00	

March 2017

	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	5	0	0	5	5	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	22	2	0	0	24	24	100.00	
9	General	Enquiries	10	100	4	3	2	0	0	5	5	100.00	
10	Processing new entrants	A4	10	90	#N/A	0	0	0	0	0	0	0.00	
11	Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
12	Retirement Actual	E6-E10	10	100	1	1	2	0	0	3	3	100.00	
13	Retirement Options	D5-D9	10	100	1	0	1	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	3	15	36	0	0	51	51	100.00	