



**Cheshire Fire
Service Delivery Report**

April 2018 - March 2019

April 2018 – March 2019

Regulations and Guidance

April 2018

- Attendance at Fire Pensions Technical Meeting – London 10 April 2018
Consequences: For information only. The meeting considered, amongst other things, a number of regulations requiring clarification. Updates were given from the Scheme Advisory Board and the Home Office. The Home Office confirmed that regulations would be issued that would address a few issues apparent in the current regulations. Draft regulations (see below) were issued before the end of the month.
- FPS Bulletin 7
Consequences: for information only. Claire Hey, Assistant Firefighters' Pension Adviser, issued LGA's seventh bulletin to the pensions community. The amendment regulations, 2017/18s scheme return and clarity on the calculation of adult dependant's pension in FPS 2006 featured (amongst other things).
- Draft regulations: The Police and Firefighters' Pension Schemes (Amendment) Regulations 2018
Consequences: for information only at this stage. These draft regulations were issued by Clair Alcock on 16 April 2018. They look to amend certain provisions in both police and fire schemes. Kier have worked through the implications with a view to advising clients of the pertinent changes (once the regulations come into force). From a fire perspective, the regulations address pensions increase on split pensions, trivial commutation of pension credit benefits and the treatment of FPS 1992 benefits following cross-border transfers.

May 2018

- Attendance at Fire Pensions Officers Group Meeting – Bradford, 15 May 2018
Consequences: For information only. The meeting was attended by Malcolm Eastwood, Chair of the Firefighters' Pensions (England) Scheme Advisory Board. The meeting consisted of updates from the recent Technical and Communications meetings.
- Employer Self Service area of myownpension
Consequences: For information only. Work commenced towards the end of the month on this area of myownpension. Work should be completed by mid-June.
- FPS Bulletin 8

Consequences: for information only. Claire Hey, Assistant Firefighters' Pension Adviser, issued LGA's eighth bulletin to the pensions community. Valuation data, resettlement lump sum payments for FPS 2006 special members and the aftermath of the tax awareness seminars were this edition's highlights.

June 2018

- Attendance at Communications Working Group meeting – Manchester 27 June 2018
Consequences: for information only. This meeting concentrated on a new suite of forms / booklets that will be made available to FRAs (on one of the LGA national websites): these will cover a range of topics. Other work is in the pipeline including the ill-health process (including the certificates, as the wrong certificate is often used by the IQMP).
- FPS Bulletin 9
Consequences: for information only. Claire Hey, Assistant Firefighters' Pension Adviser, issued LGA's ninth bulletin to the pensions community. The national-produced ABS template, a reminder on the treatment of CPD and the IDRPs remaining as a two-stage process were this edition's highlights.

July 2018

- Employer Self Service area of myownpension
Consequences: For information only. Work was completed on this area of myownpension. Clients notified and requested to feedback any comments.
- Attendance at Technical meeting – Manchester 2 July 2018
Consequences: for information only. This meeting concentrated on the forms / booklets discussed at the recent Communications Group meeting, the recent draft regulations and an update from the Home Office.
- FPS Bulletin 10
Consequences: for information only. Claire Hey, Assistant Firefighters' Pension Adviser, issued LGA's tenth bulletin to the pensions community. Claiming tax relief (for retained modified members), latest website updates, such as consolidated regulations and the latest member guides, and the latest on pension scams were this edition's highlights.
- Deferred Benefit Statements
Consequences: For information only. Benefit statements for deferred members were issued early in the month. The statements provided the current value of their benefits, inclusive of 2018's 3% increase, along with certain key information. Members were signposted to the myownpension website to also read the 'Deferred Benefits' page of the particular scheme they were a member of.

August 2018

- Fire Pensions Annual Conference
Consequences: For information only. On 7 August Claire Hey, Assistant Firefighters' Pension Adviser, emailed the pensions community with details of this year's annual conference (17/18 October) including booking details. Representatives from Kier will be attending.
- Modified retained tax relief
Consequences: the claiming of tax relief has been on the agendas of various national and regional meetings for years. On 20 August Claire Hey emailed an FAQ document to the community to assist fire & rescue authorities with tax relief claims.
- Annual Benefit Statements (ABS)
Consequences: For information only. Benefit statements for active firefighters were issued 22 August, well before the regulatory deadline. Members were signposted to the myownpension website to also read the 'ABS' page containing supporting notes for each of the schemes.
- FPS Bulletin 11
Consequences: for information only. Claire Hey issued LGA's 11th bulletin to the pensions community. An update on the 2016 valuation, the Regulator's data requirements and details of an ABS survey were this edition's highlights.

September 2018

- 2016 Valuation – draft direction
Consequences: For information only. HMT's draft direction was issued by Claire Hey on 10 September. This highlighted that the cost cap mechanism had been breached (by being lower rather than higher than expected). Whilst no further detail was available, it was alluded to that employers' contributions could rise along with FPS 2015 benefits.
- Amendment regulations
Consequences: the regulations (Police and Firefighters' Pensions (Amendment) Regulations 2018 (SI 2018/997)) were laid on 13 September, coming into force 8 October. The regulations were circulated by LGA along with a briefing note explaining their impact. The majority of the regulations related to police pensions; the fire amendments clarified a number of points that were already in situ as best practice (such as the application of pensions increase on the first part of a split pension and the removal of nomination forms having to be compulsory in the 2006 scheme in order for an unmarried partner to receive a pension).
- Fire Pensions Annual Conference
Consequences: For information only. Day 1 (17 September) started with the national Technical meeting. Fire Authorities were invited to attend. Main points stemming from the meeting include confirmation that the Treasury will write-off overpayments identified from the GMP reconciliation exercise / separate benchmarking surveys are being devised by Aon for FRAs, administrators and members; these were due to land by mid-October, but it has since been confirmed that they will be available by the end of the year. Day 1 concluded with a

couple of sessions, including joint pension boards. Day 2 consisted of a range of sessions and workshops. The slides of which are now available. See the SAB website for an overview and access to the slides (<http://www.fpsboard.org/index.php/events>).

- Attendance at Fire Pensions Officers Group Meeting – Bradford, 27 September 2018

Consequences: For information only. The meeting was attended by Claire Hey. The meeting consisted of updates from the recent Technical and Communications meetings. More updates and guides are due soon, including a factsheet on retirements from the 2015 scheme where the individual transitioned from an earlier scheme. An overview of the Conference was given, including an overview of the ill-health appeals workshop. Emphasis was also given to the effectiveness (or otherwise!) of local pension boards...other than one FRA, the general consensus was that the proposed (and possibly soon-to-be-legislated) increase to 4 meetings per year is unrealistic and unwanted due to other constraints / lack of interest.

- FPS Bulletin 12

Consequences: for information only. Claire Hey issued LGA's 12th bulletin to the pensions community. A further update on HMT's Directions stemming from the 2016 valuation is included: i.e. the breach of the cost cap floor 2016 valuation. Details of the next steps and possible outcomes is included. For clarity, any steps taken will only affect the 2015.

Additional Work

Complaints

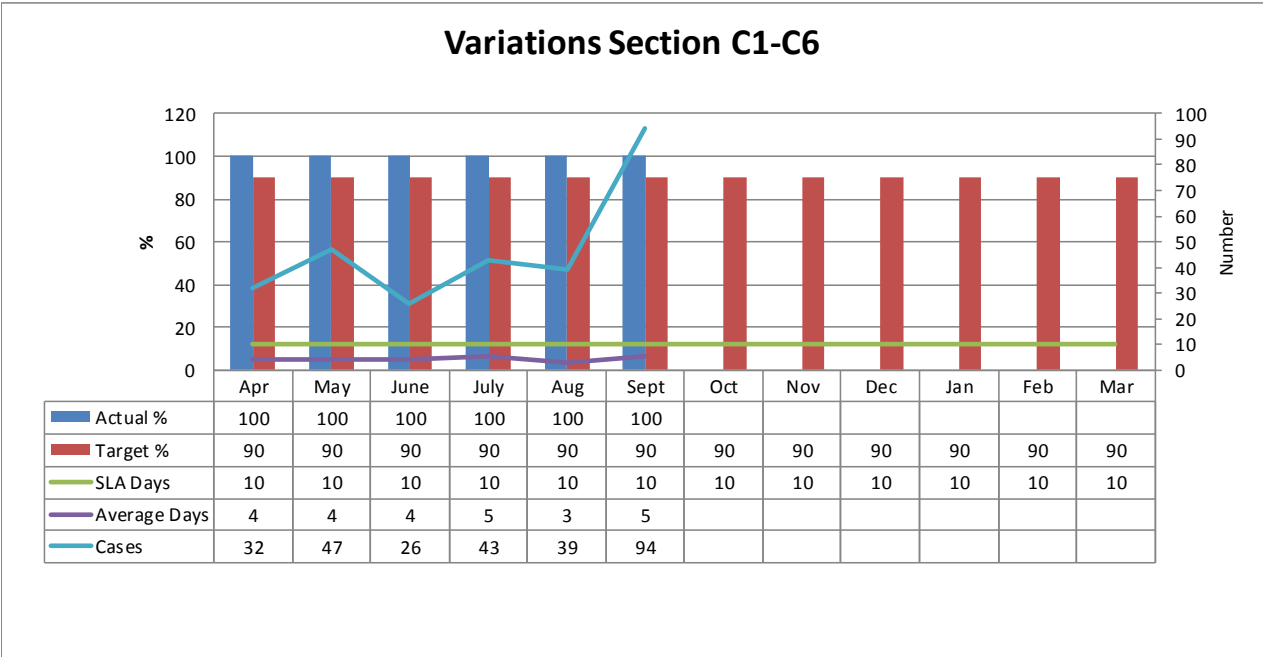
Type of complaint	Date received	Date completed
Incorrect benefits quoted prior to retirement	11/07/2018	20/07/2018

Common Data

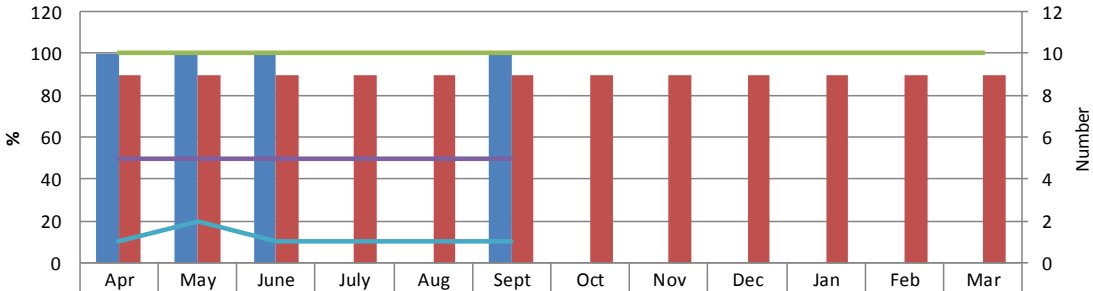
Data Item	Cheshire Fire		
	Max Population	Total Fails	% OK
NINo	2197	3	99.86%
Surname	2197	0	100.00%
Forename / Inits	2197	0	100.00%
Sex	2197	0	100.00%
Title	2197	3	99.86%
DoB Present	2197	0	100.00%
Dob Consistent	2197	0	100.00%
DJS	2197	0	100.00%
Status	2197	0	100.00%
Last Status Event	2197	3	99.86%
Status Date	2197	23	98.95%
No Address	2197	0	100.00%
No Postcode	2197	0	100.00%
Address (All)	2197	47	97.86%
Postcode (All)	2197	46	97.91%
Common Data Score	2197	78	96.45%
Members with Multiple Fails	2197	47	97.86%

Performance Charts

The following charts show performance against individual service level requirements.

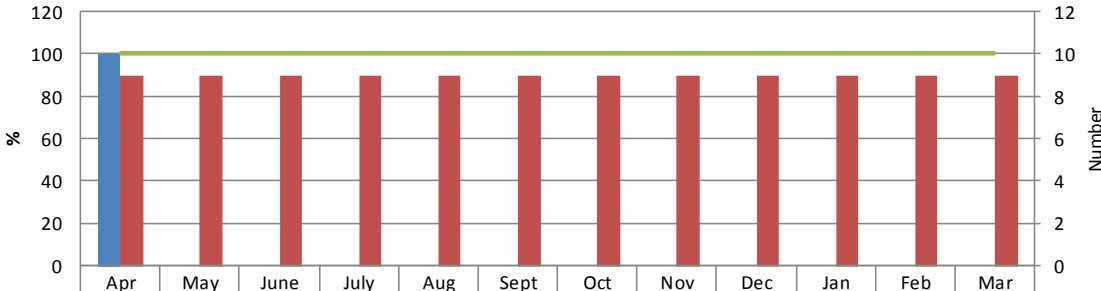


Transfers In - Calculation



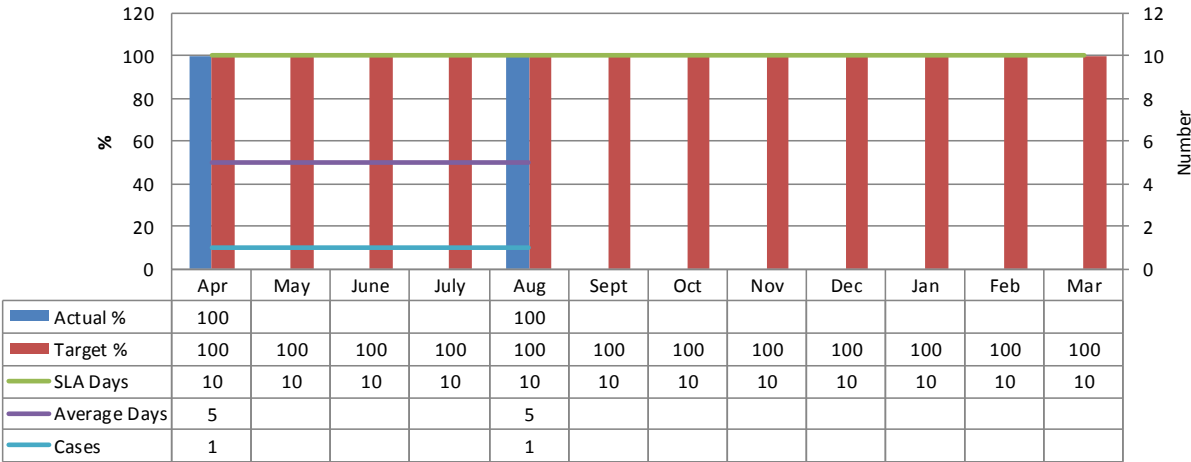
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100			100						
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	5	5	5			5						
Cases	1	2	1			1						

Transfers In - Payment

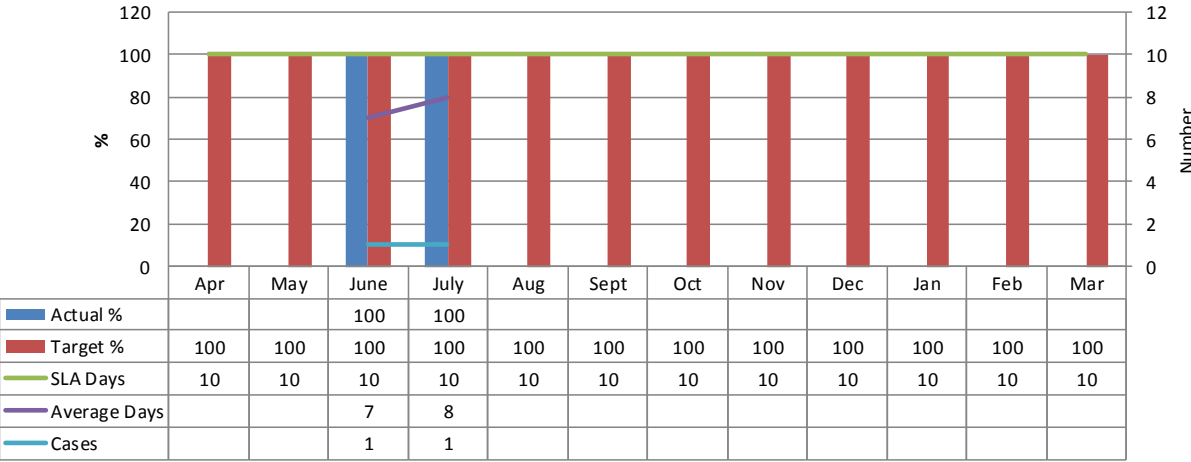


	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100											
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	3											
Cases	1											

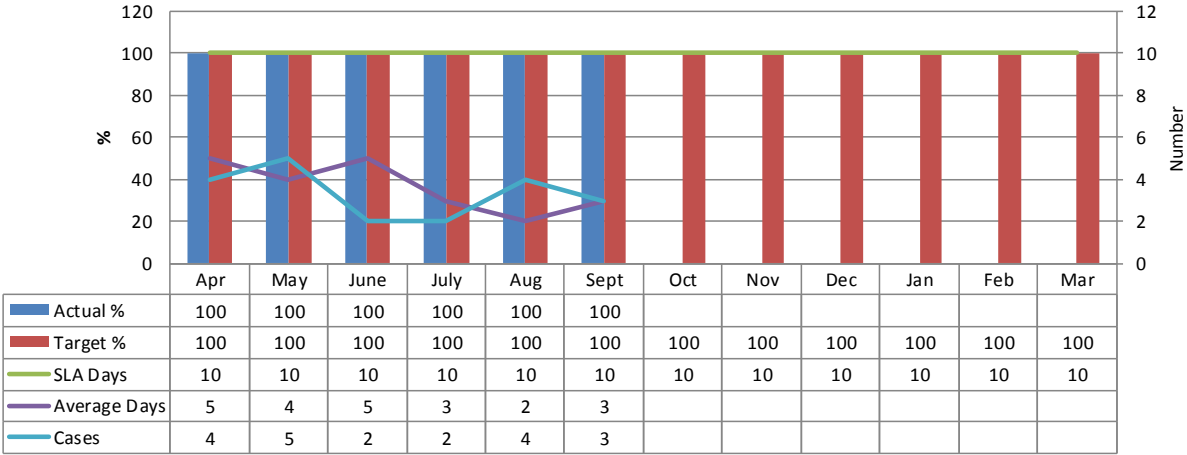
Transfers Out - Calculation (Section D4)



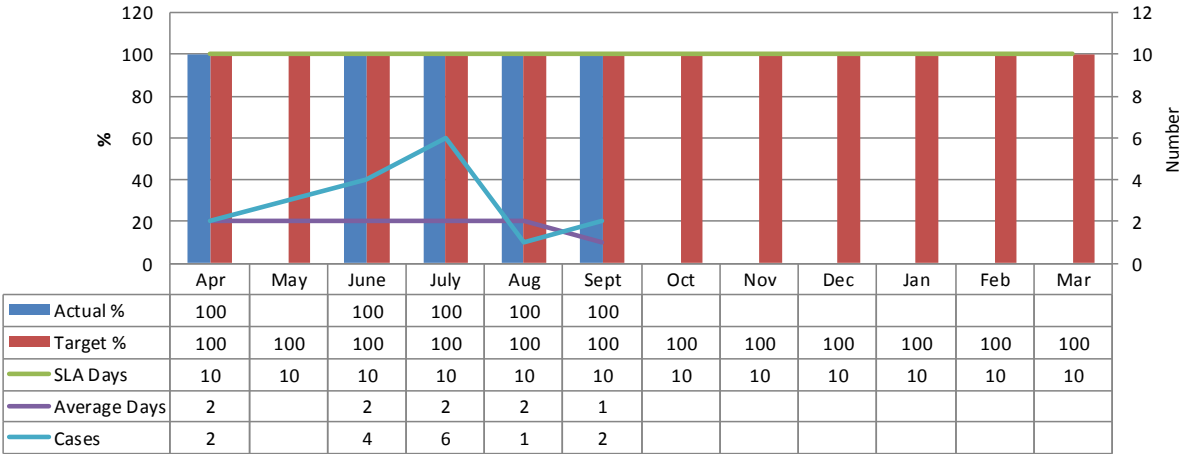
Transfers Out - Payment (Section E5)



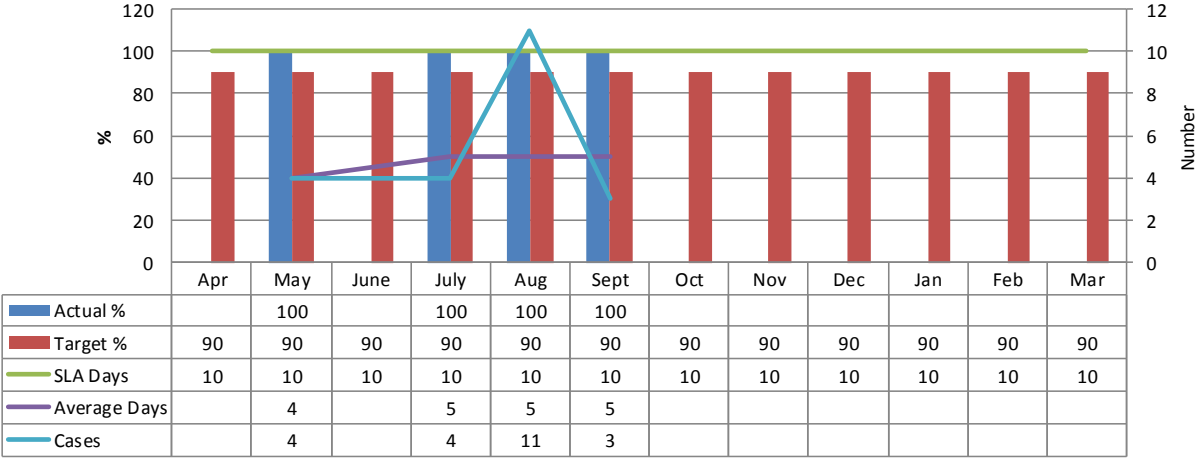
Retirement Options (Section D5-D9)



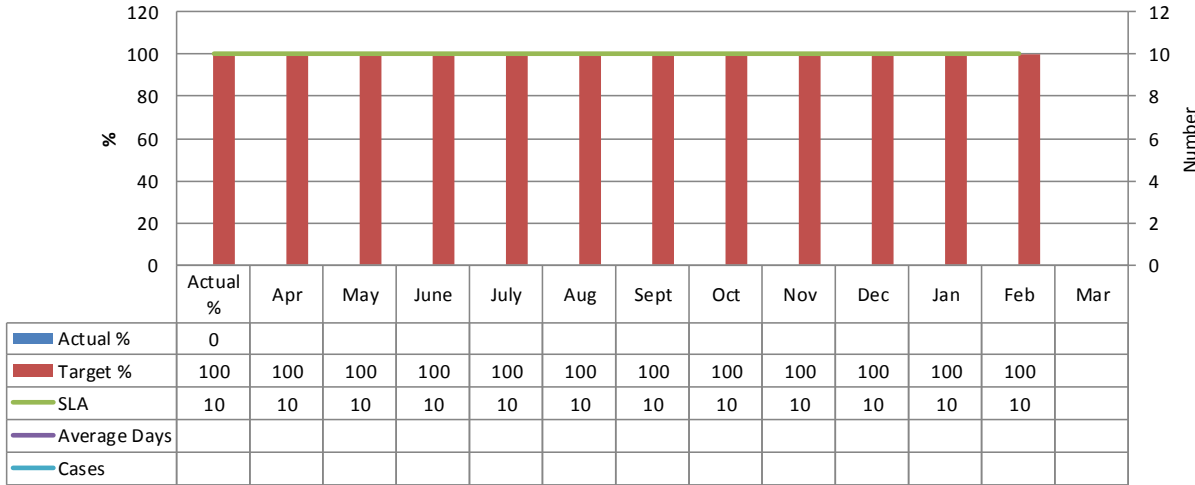
Retirement Actual (Section E6-E10)



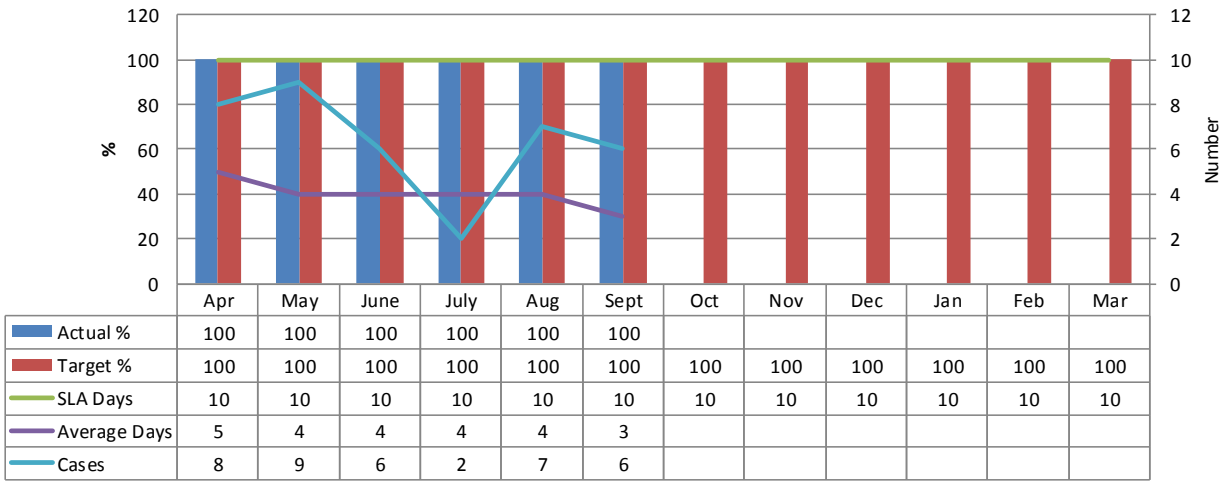
Deferred Benefits (Section E4)



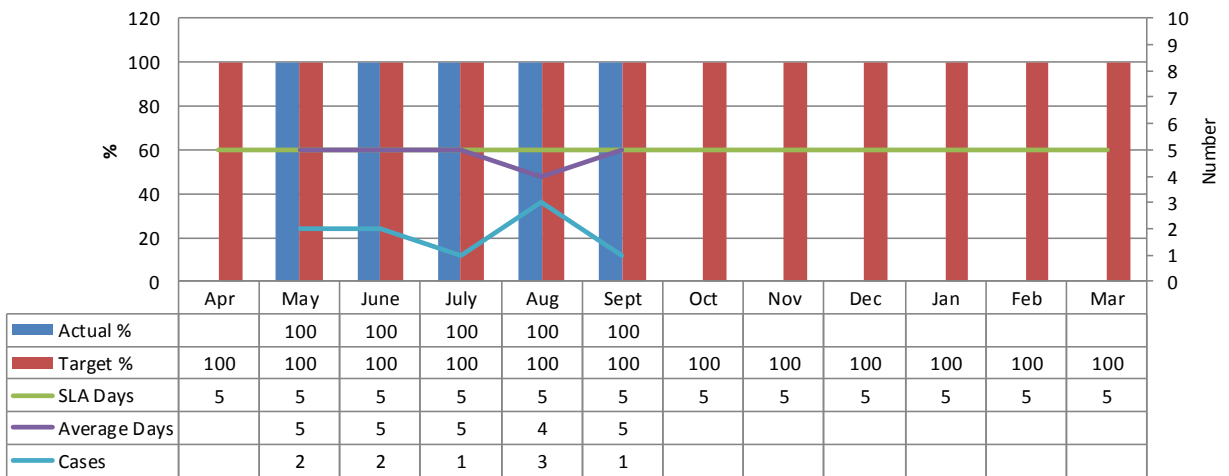
Refund Cases (Section E3)



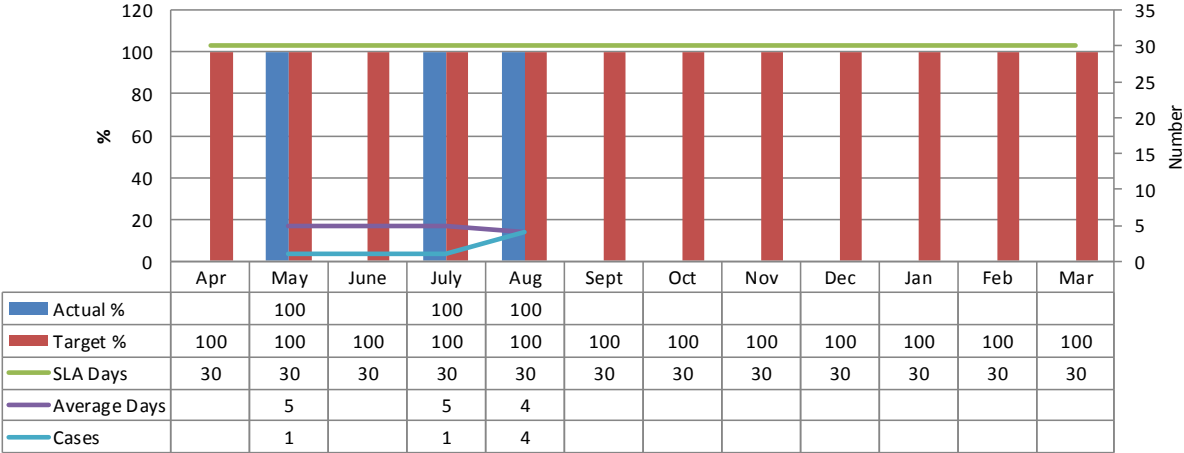
Estimates (Section D5-D9)



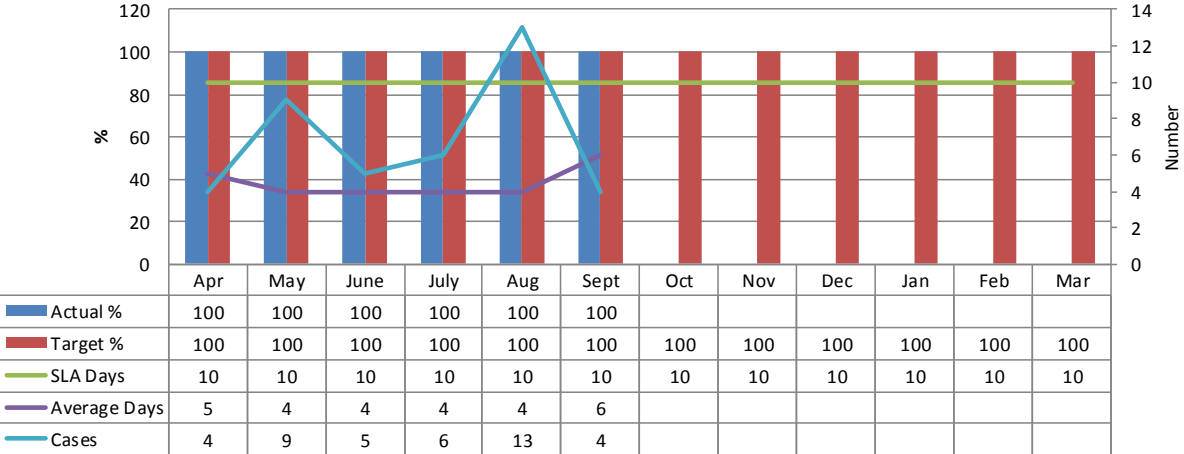
Death on Pension (Section F2-F4)



Divorce Cases (Section D10 & E11)



General Enquiries (Not specific to any areas above)



April 2018

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	5	8	0	0	0	8	8	100.00	
General	Enquiries	10	100	5	2	2	0	0	4	4	100.00	
Processing new entrants	A4	10	90	3	0	7	0	0	7	7	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	2	2	0	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	5	4	0	0	0	4	4	100.00	
Transfers – in (Calculation)	0	10	90	5	0	1	0	0	1	1	100.00	
Transfers – in (Payment received)	0	10	90	3	0	1	0	0	1	1	100.00	
Transfers – Out (Calculation)	D4	10	100	5	1	0	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	4	17	15	0	0	32	32	100.00	

May 2018

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	4	0	4	0	0	4	4	100.00	
Divorce Cases	D10+E11	30	100	5	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	4	1	8	0	0	9	9	100.00	
General	Enquiries	10	100	4	4	5	0	0	9	9	100.00	
Processing new entrants	A4	10	90	4	0	11	0	0	11	11	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	4	5	0	0	0	5	5	100.00	
Transfers – in (Calculation)	0	10	90	5	0	2	0	0	2	2	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	4	15	32	0	0	47	47	100.00	

June 2018

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	#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	1	5	0	0	6	6	100.00	
General	Enquiries	10	100	4	5	0	0	0	5	5	100.00	
Processing new entrants	A4	10	90	3	1	3	0	2	4	2	42.86	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	2	4	0	0	0	4	4	100.00	
Retirement Options	D5-D9	10	100	5	2	0	0	0	2	2	100.00	
Transfers – in (Calculation)	0	10	90	5	0	1	0	0	1	1	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	7	1	0	0	0	1	1	100.00	
Variations	C1-C6	10	90	4	11	15	0	0	26	26	100.00	

July 2018

	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	4	0	0	4	4	100.00	
7	Divorce Cases	D10+E11	30	100	5	1	0	0	0	1	1	100.00	
8	Estimates	D5-D9	10	100	4	2	0	0	0	2	2	100.00	
9	General	Enquiries	10	100	4	4	2	0	0	6	6	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	2	6	0	0	0	6	6	100.00	
13	Retirement Options	D5-D9	10	100	3	1	1	0	0	2	2	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	8	1	0	0	0	1	1	100.00	
18	Variations	C1-C6	10	90	5	19	24	0	0	43	43	100.00	

August 2018

	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	4	3	0	0	0	3	3	100.00	
6	Deferred Benefits	E4	10	90	5	1	10	0	0	11	11	100.00	
7	Divorce Cases	D10+E11	30	100	4	2	2	0	0	4	4	100.00	
8	Estimates	D5-D9	10	100	4	6	1	0	0	7	7	100.00	
9	General	Enquiries	10	100	4	8	5	0	0	13	13	100.00	
10	Processing new entrants	A4	10	90	5	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	2	1	0	0	0	1	1	100.00	
13	Retirement Options	D5-D9	10	100	2	2	2	0	0	4	4	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	1	0	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	3	23	16	0	0	39	39	100.00	

September 2018

	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	1	0	1	0	0	1	1	100.00	
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	#N/A	0	0	0	0	0	0	0.00	
8	Estimates	D5-D9	10	100	3	3	3	0	0	6	6	100.00	
9	General	Enquiries	10	100	6	2	2	0	0	4	4	100.00	
10	Processing new entrants	A4	10	90	0	0	21	0	0	21	21	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	0	2	0	0	2	2	100.00	
13	Retirement Options	D5-D9	10	100	3	2	1	0	0	3	3	100.00	
14	Transfers – in (Calculation)	0	10	90	5	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	5	36	58	0	0	94	94	100.00	