

**Cheshire Fire  
Service Delivery Report**

**April 2018 - March 2019**

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## 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 11<sup>th</sup> 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 12<sup>th</sup> 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.

## October 2018

- 2018 Pay and CPD rates

**Consequences:** For information only. LGA issued 'Pay & CPD Uplift Circular' NJC 4/18 and NJC 5/18 for payroll departments on 2 October 2018.

- Pension Saving Statements

**Consequences:** For information only. Kier (as we were then!) issued pension saving statements before the statutory deadline (6 October).

- GMP Reconciliation and treatment of overpayments

**Consequences:** For information only. Clair Alcock, Firefighters' Pension Adviser, emailed the community on 19 October about the treatment of any overpayments identified during the reconciliation exercise (as well as the corrective action for underpayments). Reference had been made to writing-off overpayments at the Annual Pensions Conference, but the email went into further detail.

- Updated commutation factors following SCAPE review

**Consequences:** For information only. On 31 October Claire Hey emailed the fire community a link to the revised commutation factors and guidance (housed on the FPS Regs website).

- FPS Bulletin 13

**Consequences:** for information only. Claire Hey issued the 13<sup>th</sup> bulletin to the pensions community. An update on the consultation timescale stemming from the 2016 valuation, expected changes to certain factors due to the SCAPE changes (including the need to place transfers on hold) and the latest on a variety of surveys feature in this edition.

## November 2018

- FPS Bulletin 14

**Consequences:** for information only. Claire Hey issued LGA's 14<sup>th</sup> bulletin to the pensions community. A further update on the consultation timescale stemming from the 2016 valuation, benchmarking exercise and an update on pensionable pay update (following a recent Pensions Ombudsman's decision) feature in this edition. Following the revision of the scheme factors in October 2018 GAD has provided replacement factors with immediate effect from 6<sup>th</sup> December 2018 for Early & Late retirement

## December 2018

- FPS Bulletin 15

**Consequences:** for information only. LGA's 15<sup>th</sup> bulletin was issued by Claire Hey. A summary of the year that has passed and a look at the challenges ahead in 2019. The bulletin included updates on FPS 2016 valuation and the Court of Appeal transitional protections judgement.

A link to the consultation document on Amendments to Firefighter Pension Schemes 1992 and The Firefighters' Compensation Scheme 2006, this consultation document seeks views by 29<sup>th</sup> January 2019.

Following the revision of the scheme factors in October 2018 GAD has provided replacement factors with immediate effect from 6<sup>th</sup> December 2018 for Early & Late retirement, CETV and Pensioner Cash Equivalent (for divorce purposes).

Update on the FPS benchmarking exercise as the deadline is 14<sup>th</sup> January 2019.

Other news and various updates including pension's dashboard, SAB request for information.

## January 2019

- LGA email – Updated tax charge debit factors / transfer in factors

**Consequences:** for information only. The revised transfer-in factors are used to calculate transfers into FPS. Pension administration system has been updated with the revised factors therefore business as usual.

Changes to tax charge debit factors have been uploaded into the pension administration system and are being applied to all new and existing pension debits

- FPS Bulletin 16

**Consequences:** for information only. The 1<sup>st</sup> Bulletin of 2019 issued by Claire Hey. The bulletin provided a calendar of events for the year ahead.

Further information surrounding the court of appeal judgement. Following the announcement on 30<sup>th</sup> January 2019 the cost cap rectification process for the Firefighter Pension Scheme will be suspended.

HM treasury advised that the employer rate that Fire and Rescue Authorities pay towards firefighter pensions should be increased as of 1 April 2019, rates to be confirmed shortly. There will be no change to firefighter pension scheme member's contribution or the accrual rate at this stage.

Updated factors for added pension and CPD, Tax charge debits and Non-club transfers in were included in the bulletin.



## February 2019

- XPS issued a bulletin on the cost cap rectification
- XPS issued a bulletin on the shared order between the Firefighter and Police Pension Schemes and the changes to survivor benefits following the Brewster Judgement.
- FPS Bulletin 17

**Consequences:** for information only. The bulletin included revised factors for trivial commutation, an update from FPS benchmarking exercise and details of the technical queries that were discussed at the Firefighter Pensions Technical Community on 12<sup>th</sup> February 2019.

## March 2019

- XPS issued a bulletin on the new employer rates from 1<sup>st</sup> April 2019

FPS Bulletin 18

**Consequences:** for information only. This bulletin covered the 2019 amendment order, revised factors for Divorce CETV calculations and the new employer contribution rates from April 2019.

# Additional Work

## Complaints

Surname	Forename	Type of complaint	Date received	Reply by	Date completed
		Incorrect benefits quoted prior to retirement	11/07/2018	25/07/2018	20/07/2018
		Overquoted pension benefits due to temporary promotion. Much lower benefit brought into payment	17/01/2019	25/01/2019	25/01/2019
		Overquoted pension benefits due to incorrect pensionable pay. Lower benefit brought into payment	25/02/2019	11/03/2019	14/03/2019

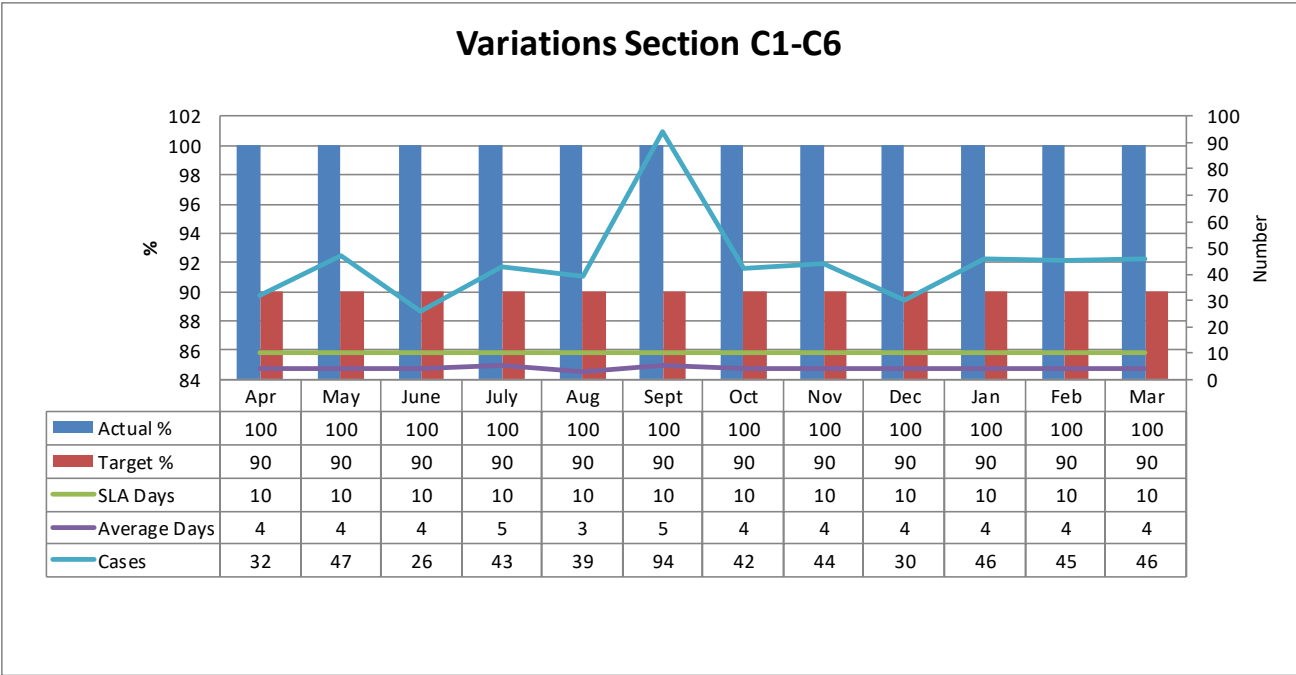
# Common Data

Data Item	Cheshire Fire		
	Max Population	Total Fails	% OK
NINo	2214	5	99.77%
Surname	2214	0	100.00%
Forename / Inits	2214	0	100.00%
Sex	2214	0	100.00%
Title	2214	1	99.95%
DoB Present	2214	0	100.00%
Dob Consistent	2214	0	100.00%
DJS	2214	0	100.00%
Status	2214	0	100.00%
Last Status Event	2214	3	99.86%
Status Date	2214	11	99.50%
No Address	2214	9	99.59%
No Postcode	2214	11	99.50%
Address (All)	2214	45	97.97%
Postcode (All)	2214	46	97.92%
<b>Common Data Score</b>	<b>2214</b>	<b>66</b>	<b>97.02%</b>
<b>Members with Multiple Fails</b>	<b>2214</b>	<b>44</b>	<b>98.01%</b>

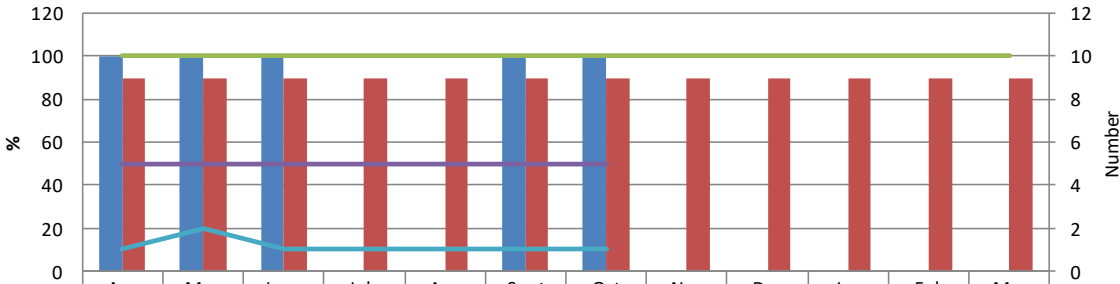
Data Item	1987 Scheme			2006 Scheme		
	Max Population	Total Fails	% OK	Max Population	Total Fails	% OK
NINo	1250	5	99.60%	964	0	100.00%
Surname	1250	0	100.00%	964	0	100.00%
Forename / Inits	1250	0	100.00%	964	0	100.00%
Sex	1250	0	100.00%	964	0	100.00%
Title	1250	1	99.92%	964	0	100.00%
DoB Present	1250	0	100.00%	964	0	100.00%
Dob Consistent	1250	0	100.00%	964	0	100.00%
DJS	1250	0	100.00%	964	0	100.00%
Status	1250	0	100.00%	964	0	100.00%
Last Status Event	1250	0	100.00%	964	3	99.69%
Status Date	1250	10	99.20%	964	1	99.90%
No Address	1250	0	100.00%	964	9	99.07%
No Postcode	1250	2	99.84%	964	9	99.07%
Address (All)	1250	11	99.12%	964	34	96.47%
Postcode (All)	1250	12	99.04%	964	34	96.47%
<b>Members with a Fail</b>	<b>1250</b>	<b>29</b>	<b>97.68%</b>	<b>964</b>	<b>37</b>	<b>96.16%</b>
<b>Members with Multiple Fails</b>	<b>1250</b>	<b>10</b>	<b>99.20%</b>	<b>964</b>	<b>34</b>	<b>96.47%</b>

Performance Charts

The following charts show performance against individual service level requirements.

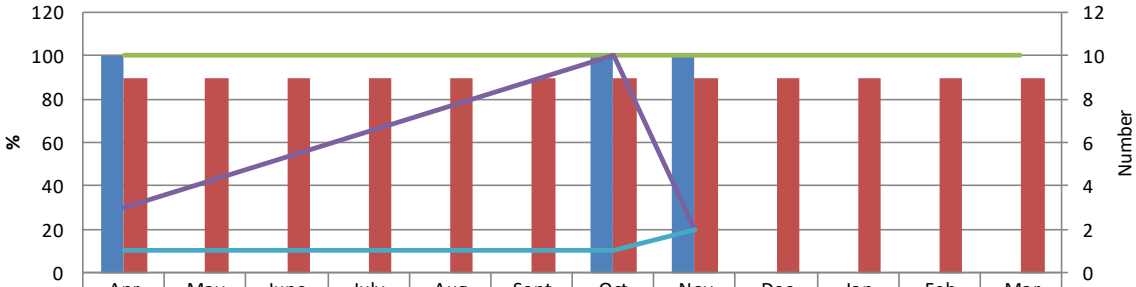


### Transfers In - Calculation



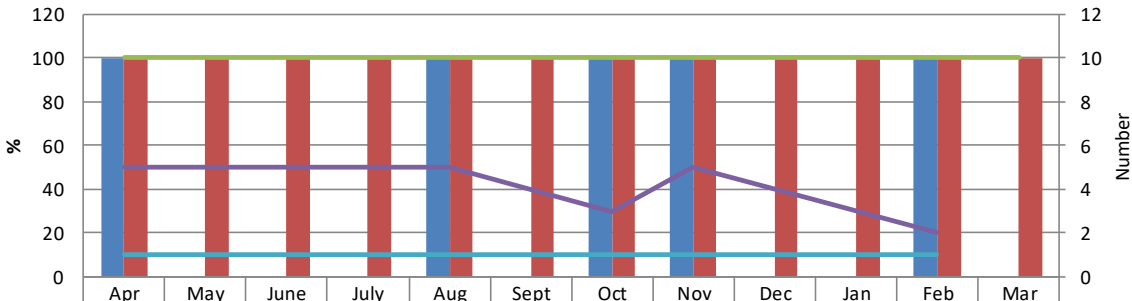
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100			100	100					
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	5	5	5			5	5					
Cases	1	2	1			1	1					

### Transfers In - Payment



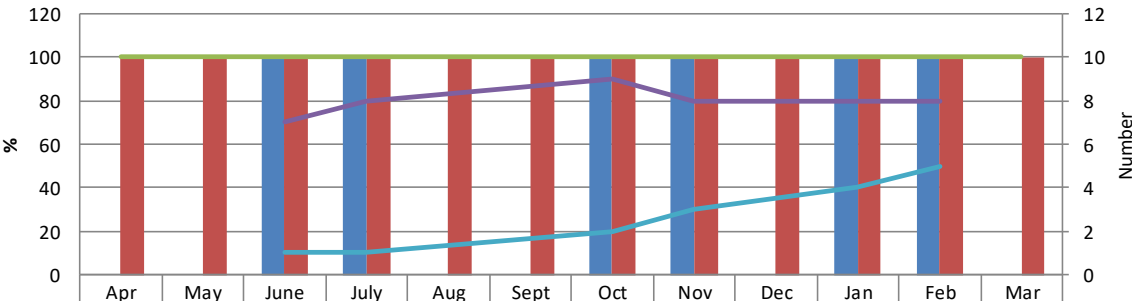
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100						100	100				
Target %	90	90	90	90	90	90	90	90	90	90	90	90
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	3						10	2				
Cases	1						1	2				

### Transfers Out - Calculation (Section D4)



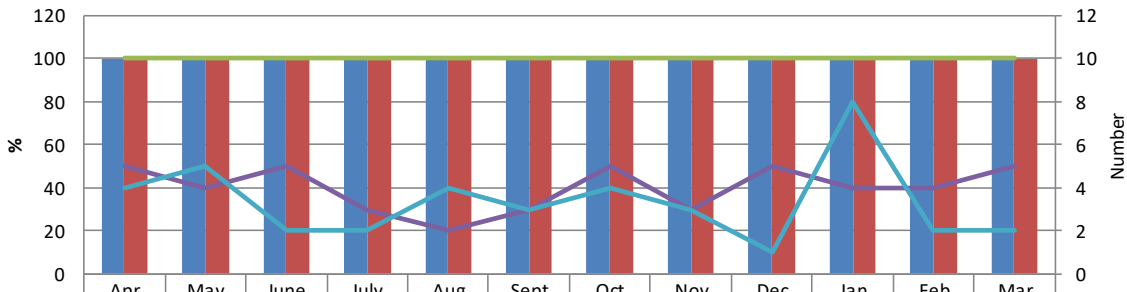
Actual %	100				100		100	100			100	
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	5				5		3	5			2	
Cases	1				1		1	1			1	

### Transfers Out - Payment (Section E5)



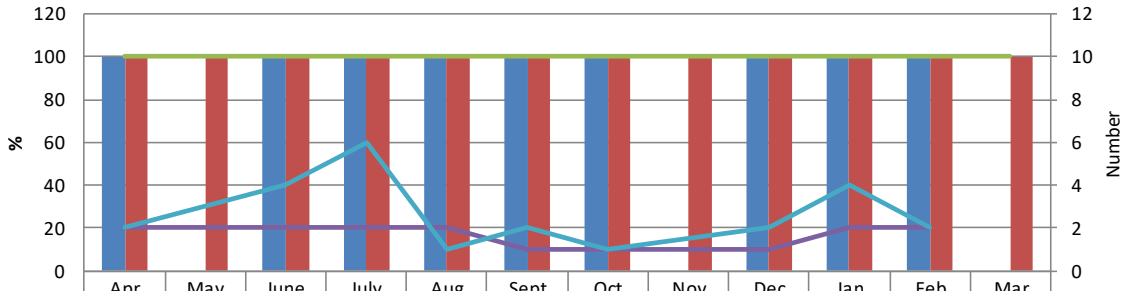
Actual %			100	100			100	100		100	100	
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days			7	8			9	8		8	8	
Cases			1	1			2	3		4	5	

### Retirement Options (Section D5-D9)



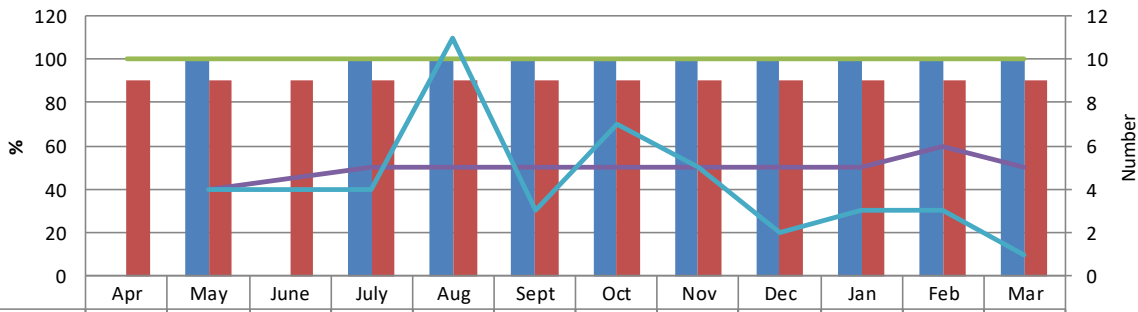
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100	100	100	100	100	100	100	100	100	100
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	5	4	5	3	2	3	5	3	5	4	4	5
Cases	4	5	2	2	4	3	4	3	1	8	2	2

### Retirement Actual (Section E6-E10)



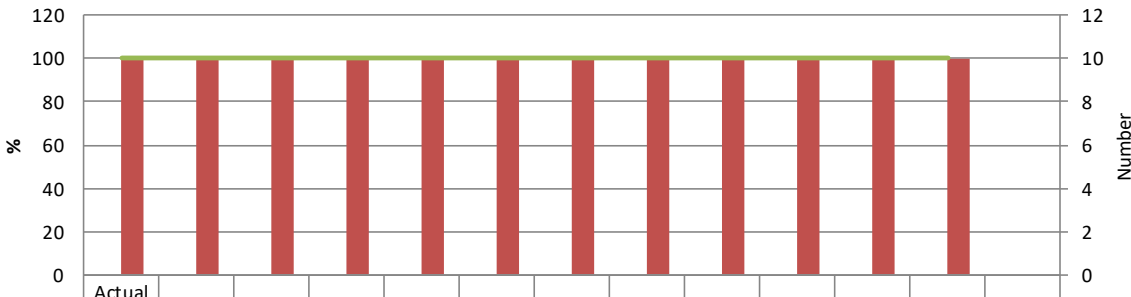
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100		100	100	100	100	100		100	100	100	
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	2		2	2	2	1	1		1	2	2	
Cases	2		4	6	1	2	1		2	4	2	

### Deferred Benefits (Section E4)



	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %		100		100	100	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		5	5	5	5	5	5	5	6	5
Cases		4		4	11	3	7	5	2	3	3	1

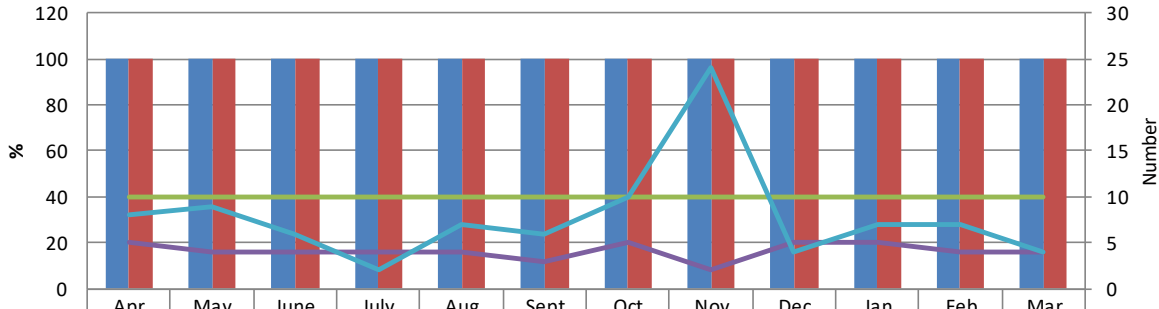
### Refund Cases (Section E3)



	Actual %	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	0												
Target %	100	100	100	100	100	100	100	100	100	100	100	100	
SLA	10	10	10	10	10	10	10	10	10	10	10	10	
Average Days													
Cases													

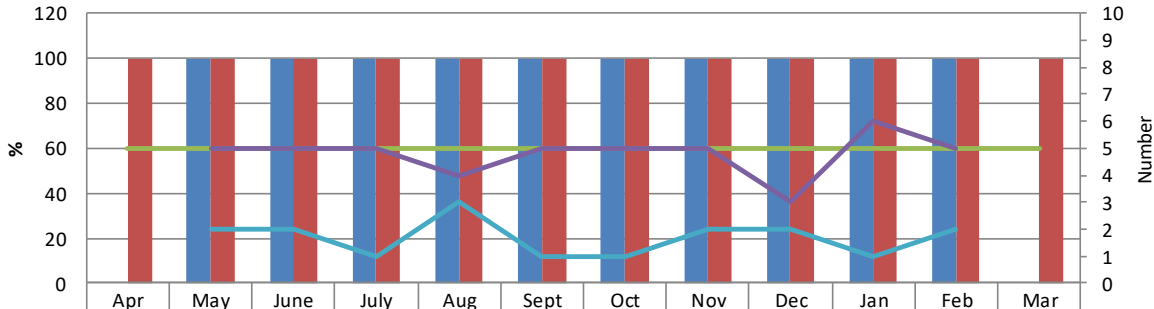


### Estimates (Section D5-D9)



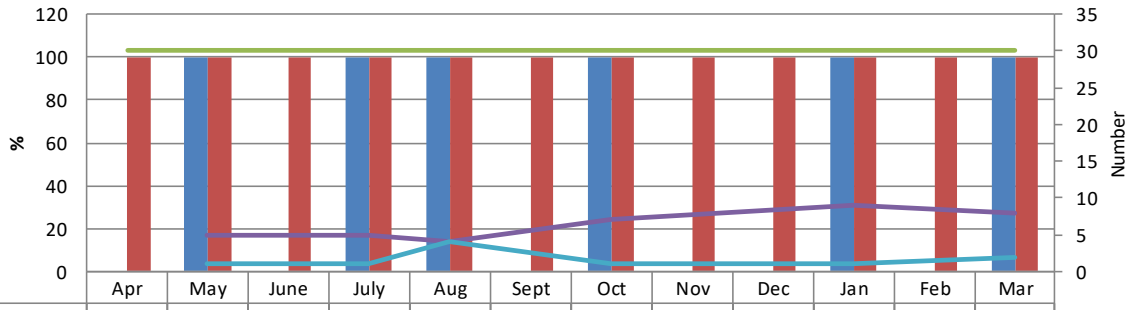
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100	100	100	100	100	100	100	100	100	100
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	10	10	10	10	10	10	10	10	10	10	10	10
Average Days	5	4	4	4	4	3	5	2	5	5	4	4
Cases	8	9	6	2	7	6	10	24	4	7	7	4

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



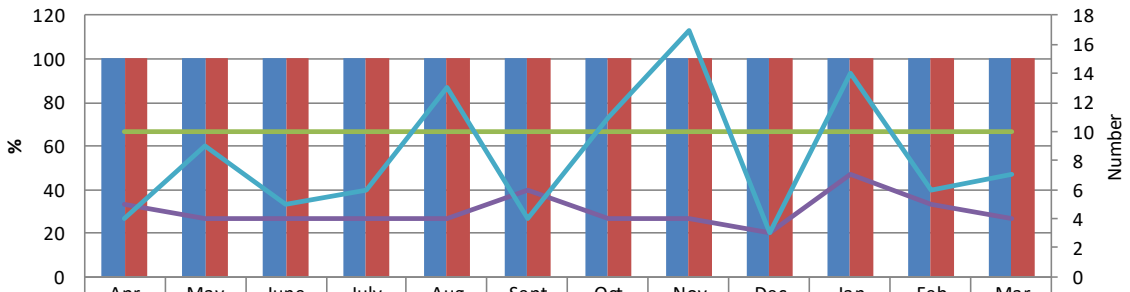
	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %		100	100	100	100	100	100	100	100	100	100	
Target %	100	100	100	100	100	100	100	100	100	100	100	100
SLA Days	5	5	5	5	5	5	5	5	5	5	5	5
Average Days		5	5	5	4	5	5	5	3	6	5	
Cases		2	2	1	3	1	1	2	2	1	2	

### Divorce Cases (Section D10 & E11)



	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	30	30	30	30	30	30	30	30	30	30	30	30
Average Days		5		5	4		7			9		8
Cases		1		1	4		1			1		2

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



	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Actual %	100	100	100	100	100	100	100	100	100	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	5	4	4	4	4	6	4	4	3	7	5	4
Cases	4	9	5	6	13	4	11	17	3	14	6	7

## 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

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	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	2	0	0	0	2	2	100.00	
General	Enquiries	10	100	4	4	2	0	0	6	6	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	2	6	0	0	0	6	6	100.00	
Retirement Options	D5-D9	10	100	3	1	1	0	0	2	2	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	8	1	0	0	0	1	1	100.00	
Variations	C1-C6	10	90	5	19	24	0	0	43	43	100.00	

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

## September 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	1	0	1	0	0	1	1	100.00	
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	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	3	3	3	0	0	6	6	100.00	
General	Enquiries	10	100	6	2	2	0	0	4	4	100.00	
Processing new entrants	A4	10	90	0	0	21	0	0	21	21	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	1	0	2	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	3	2	1	0	0	3	3	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	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	5	36	58	0	0	94	94	100.00	

## October 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	1	0	0	0	1	1	100.00	
Deferred Benefits	E4	10	90	5	1	6	0	0	7	7	100.00	
Divorce Cases	D10+E11	30	100	7	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	5	9	1	0	0	10	10	100.00	
General	Enquiries	10	100	4	7	4	0	0	11	11	100.00	
Processing new entrants	A4	10	90	1	0	3	0	0	3	3	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	1	1	0	0	0	1	1	100.00	
Retirement Options	D5-D9	10	100	5	3	1	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	10	0	1	0	0	1	1	100.00	
Transfers – Out (Calculation)	D4	10	100	3	1	0	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	9	1	1	0	0	2	2	100.00	
Variations	C1-C6	10	90	4	26	16	0	0	42	42	100.00	

## November 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	5	0	5	0	0	5	5	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	2	23	1	0	0	24	24	100.00	
General	Enquiries	10	100	4	11	6	0	0	17	17	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	3	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	2	1	1	0	0	2	2	100.00	
Transfers – Out (Calculation)	D4	10	100	5	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	8	1	2	0	0	3	3	100.00	
Variations	C1-C6	10	90	4	19	25	0	0	44	44	100.00	

## December 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	3	2	0	0	0	2	2	100.00	
Deferred Benefits	E4	10	90	5	0	2	0	0	2	2	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	5	3	1	0	0	4	4	100.00	
General	Enquiries	10	100	3	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	1	2	0	0	0	2	2	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	#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	6	24	0	0	30	30	100.00	

## January 2019

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	6	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	9	1	0	0	0	1	1	100.00	
Estimates	D5-D9	10	100	5	3	4	0	0	7	7	100.00	
General	Enquiries	10	100	7	11	3	0	0	14	14	100.00	
Processing new entrants	A4	10	90	1	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	2	4	0	0	0	4	4	100.00	
Retirement Options	D5-D9	10	100	4	6	2	0	0	8	8	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	8	1	3	0	0	4	4	100.00	
Variations	C1-C6	10	90	4	19	27	0	0	46	46	100.00	

## February 2019

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	6	0	3	0	0	3	3	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	4	5	2	0	0	7	7	100.00	
General	Enquiries	10	100	5	6	0	0	0	6	6	100.00	
Processing new entrants	A4	10	90	4	2	7	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	2	2	0	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	4	2	0	0	0	2	2	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	2	0	1	0	0	1	1	100.00	
Transfers – Out (Payment)	E5	10	100	8	1	4	0	0	5	5	100.00	
Variations	C1-C6	10	90	4	17	28	0	0	45	45	100.00	

## March 2019

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	1	0	0	0	1	1	100.00	
Divorce Cases	D10+E11	30	100	8	2	0	0	0	2	2	100.00	
Estimates	D5-D9	10	100	4	3	1	0	0	4	4	100.00	
General	Enquiries	10	100	4	4	3	0	0	7	7	100.00	
Processing new entrants	A4	10	90	1	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	#N/A	0	0	0	0	0	0	0.00	
Retirement Options	D5-D9	10	100	5	1	1	0	0	2	2	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	13	33	0	0	46	46	100.00	