



Cheshire Fire

Service Delivery Report

2019-2020

April 2019 – March 2020

Regulations and Guidance

April 2019

FPS Bulletin 19

Consequences: for information only. This bulletin included news and updates on the club memorandum and the exit cap consultation. LGA advised that new and updated factsheets on Two (Split) pensions, eligibility to join the FPS and Pensions Taxation are available on their website.

May 2019

FPS Bulletin 20

Consequences: for information only. This bulletin covered an update on the Mc Cloud and Sargeant transitional protections case.

It included pensionable pay guidance and factsheet in light of the High Court Judgement in Booth v Mid and West Wales.

Also included in this bulletin was a link to a leaflet that had been produced in conjunction with the Fire Communications Working Group (FCWG) to assist FRA's in communicating the recent changes following the Amendment regulations and also reminding FRA's that information must be provided to members by 1st July 2019.

A technical note was published to give guidance to FRA's on the implications on payments in relation to the FPS following the government consultation on restricting exit payments.

June 2019

Attendance at Fire Pensions Officers Group Meeting – Bradford, 12 June 2019

Attendance at Ill-health & Injury Workshop – London, 19 June 2019

FPS Bulletin 21

Consequences: for information only. The bulletin covers the earlier than expected outcome of the Governments application for permission to appeal to the Supreme Court. The decision was made on 27th June 2019, the Supreme Court has denied the Governments request for an appeal in the transitional protections case in respect of age discrimination and pension protection. Until the remedy has been determined by the employment tribunal and any regulations changed as a result we cannot speculate how future benefits may change. Any retirement projections, annual benefit statement as at 31st March 2019 or pension information must be based on the regulations as they currently stand.

LGA are preparing a briefing note covering the full background to the case and each stage of the challenge which can be shared with its members. This note will be published as soon as possible.

The bulletin also included replacement FPS 2006 Non-Club Transfer-In Factors, the suspension of any outstanding cases can be lifted and these factors can be used with immediate effect.

Other updates and newsletters from The Pensions Ombudsman (TPO), HMRC and the GAD PSPS newsletter.

July 2019

Attendance at Fire-fighters pensionable pay workshop – LGA London 18th July 2019

FPS bulletin 22

Consequences: for information only. This bulletin was titled “the take-over issue” which included articles from organisations across the sector on topics affecting the FPS. Articles such as a legal update from Weightmans, what to expect if a scheme complaint is referred to The Pension Ombudsman and a view from the Pensions Regulator on the Governance & Administration Survey 2018, plus many more.

August 2019

FPS bulletin 23

Consequences: for information only. This bulletin covered the AON administration and benchmarking review final report, a new fact sheet for compensatory ill health pensions for retained firefighters, along with other news and updates from HMRC, The Pensions Regulator and The Pensions Ombudsman.

September 2019

Attendance at Fire-fighters AGM 24th & 25th September 2019 – the two day event took place at Smith Square London, presentations are available at the following:-

Day one <http://www.fpsboard.org/images/PDF/Events/AGM2019/AGM2019day1.pdf>

Day two <http://www.fpsboard.org/images/PDF/Events/AGM2019/AGM2019day2.pdf>

FPS bulletin 24

Consequences: for information only. Included in this bulletin are details of the appointment of a new contractor Duradiamond Health Ltd to provide the Board of Medical Referees (BMR) from 1 October 2019.

HMRC have received claims for refunds of National Insurance Contributions for FPS 2006 special members. HMRC will contact FRA's shortly to advise what action you need to take.

Further updates and news on current issues were also included.

Headlines

Additional Work

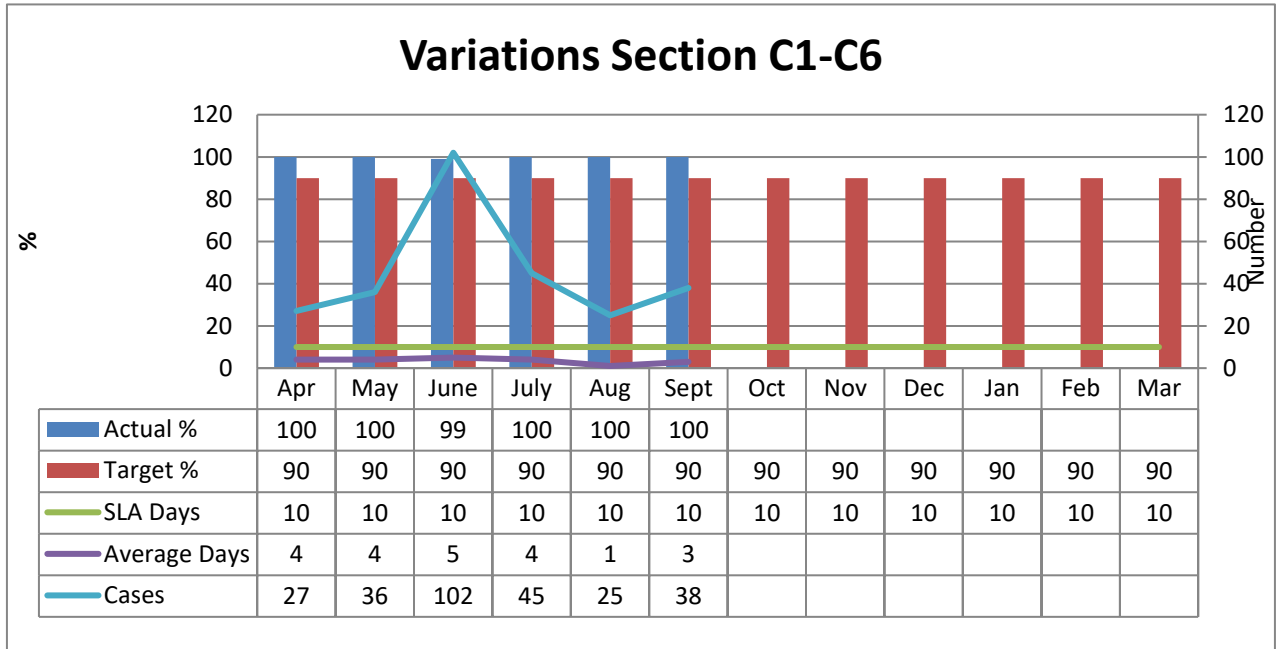
Complaints

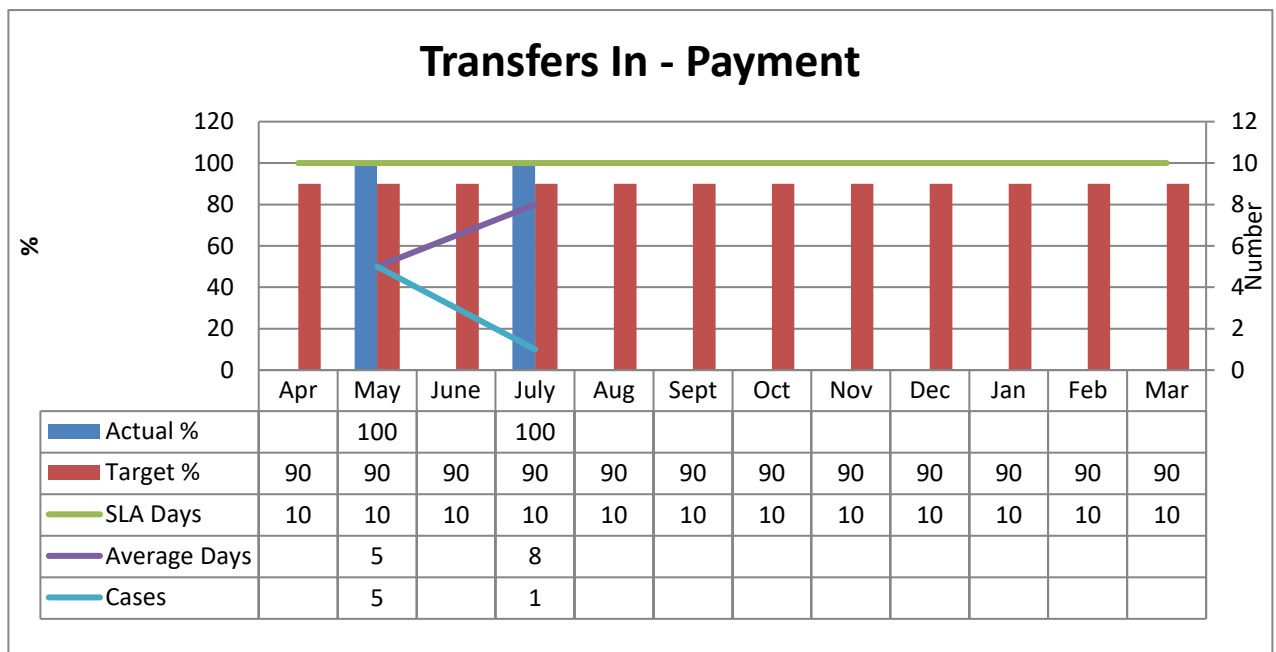
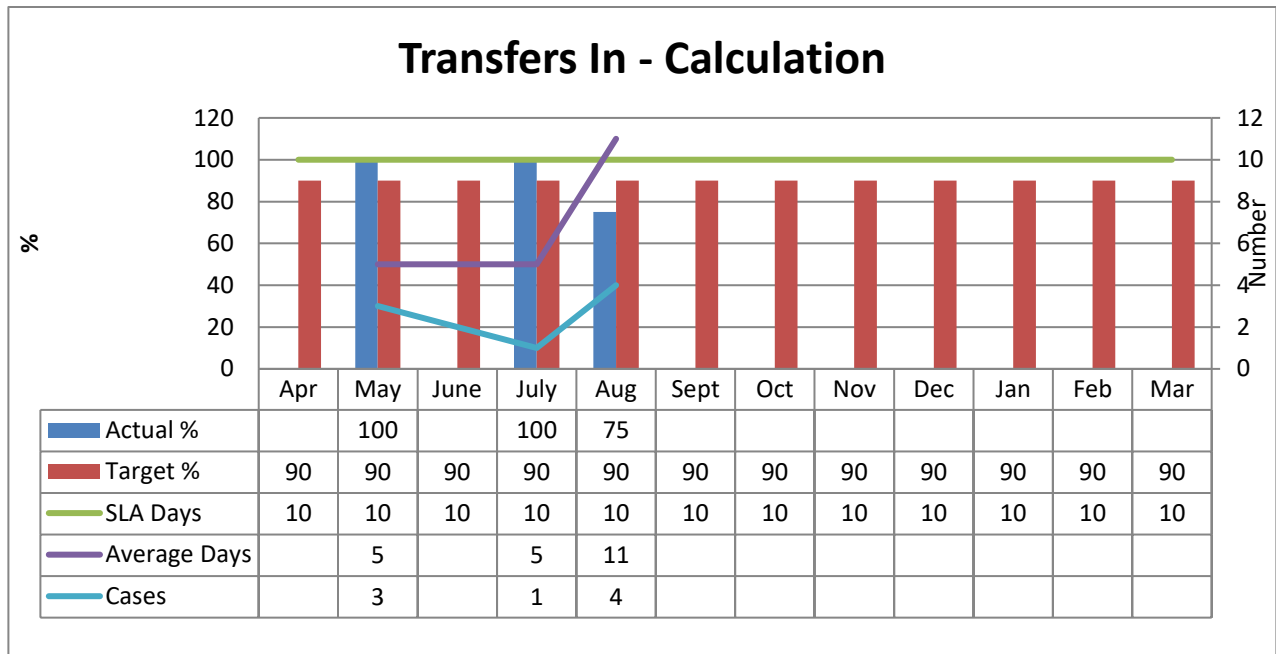
Common Data

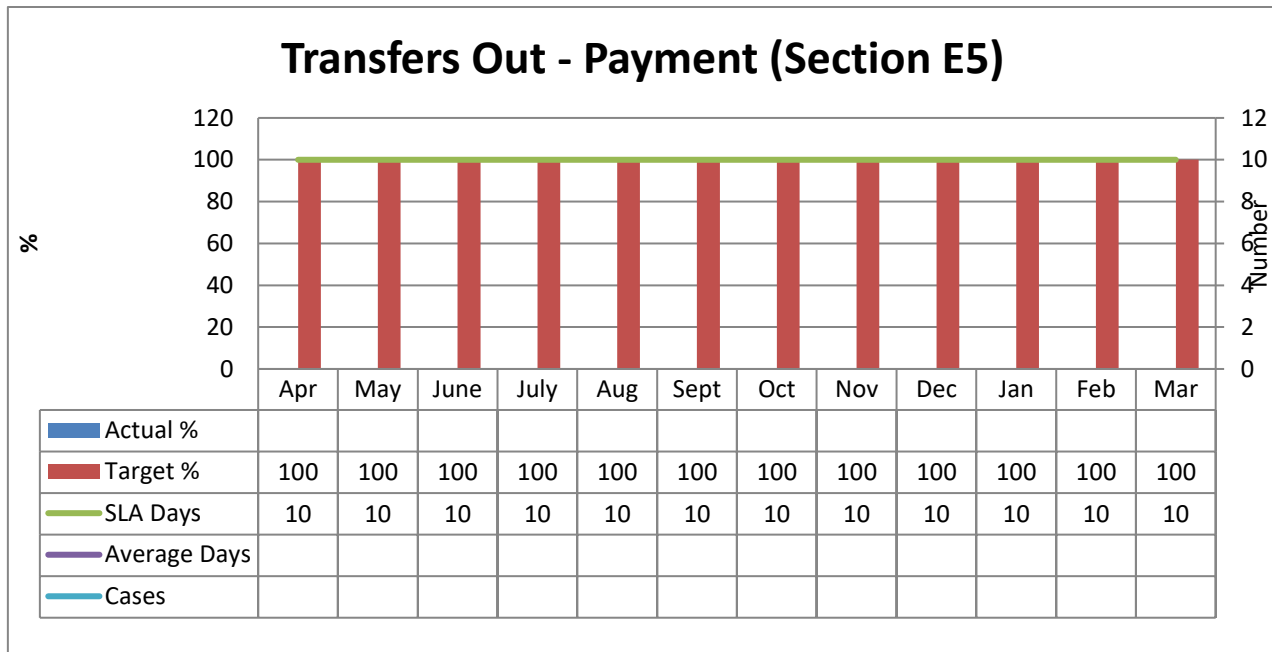
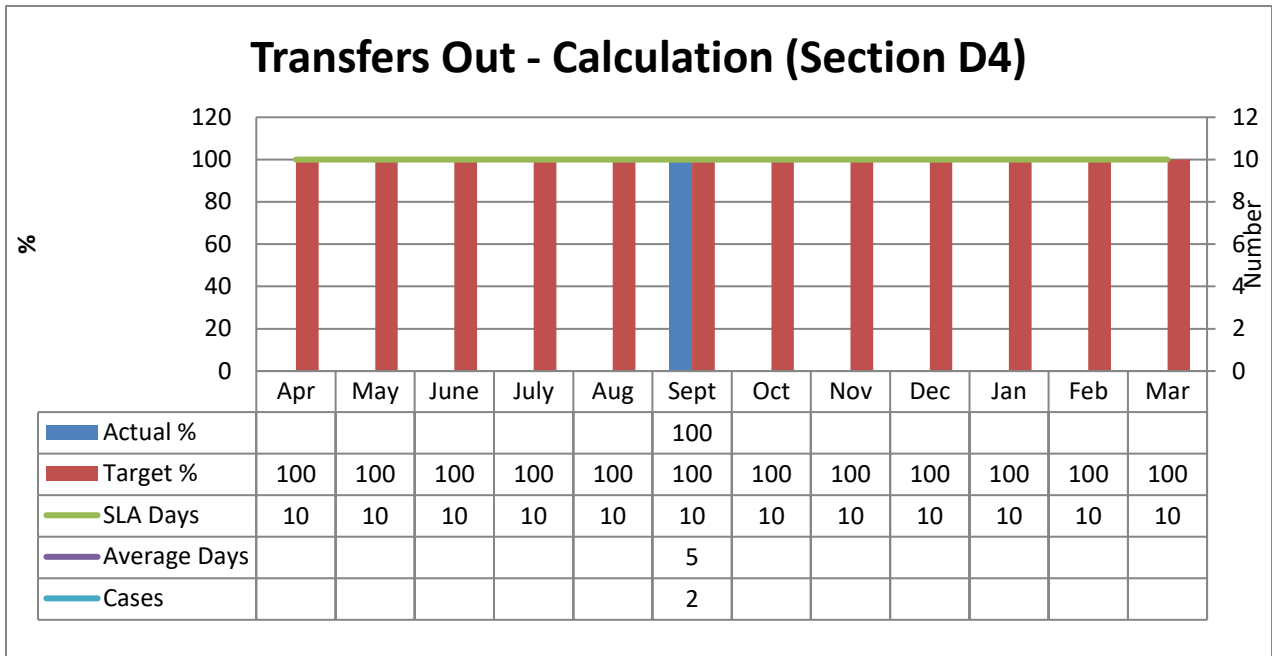
Data Item	Common Data Score Cheshire Fire			Revised Score Cheshire Fire			Reason/notes
	Max Population	Total Fails	% OK	Max Population	Total Revised Fails	% OK	
NINo	2279	5	99.78%	2279	4	99.82%	1 under 16
Surname	2279	0	100.00%	2279	0	100.00%	
Forename / Inits	2279	0	100.00%	2279	0	100.00%	
Sex	2279	0	100.00%	2279	0	100.00%	
Title	2279	1	99.96%	2279	0	100.00%	Member title is Reverend
DoB Present	2279	0	100.00%	2279	0	100.00%	
Dob Consistent	2279	0	100.00%	2279	0	100.00%	
DJS	2279	0	100.00%	2279	0	100.00%	
Status	2279	0	100.00%	2279	0	100.00%	
Last Status Event	2279	3	99.87%	2279	3	99.87%	
Status Date	2279	18	99.21%	2279	18	99.21%	5 Pension Credit Members
No Address	2279	7	99.69%	2279	7	99.69%	7 Active Member addresses to Request
No Postcode	2279	10	99.56%	2279	10	99.56%	1 Undecided leaver post returned gone away
Address (All)	2279	55	97.59%	2279	55	97.59%	42 Deferred Member, Post Returned/Gone Away
Postcode (All)	2279	57	97.50%	2279	57	97.50%	3 Pensioner, Post Returned/Gone Away 2 Widow/Dependant, Post Returned/Gone Away
Members with a Fail	2279	84	96.31%	2279	82	96.40%	
Members with Multiple Fails	2279	54	97.63%	2279	54	97.63%	

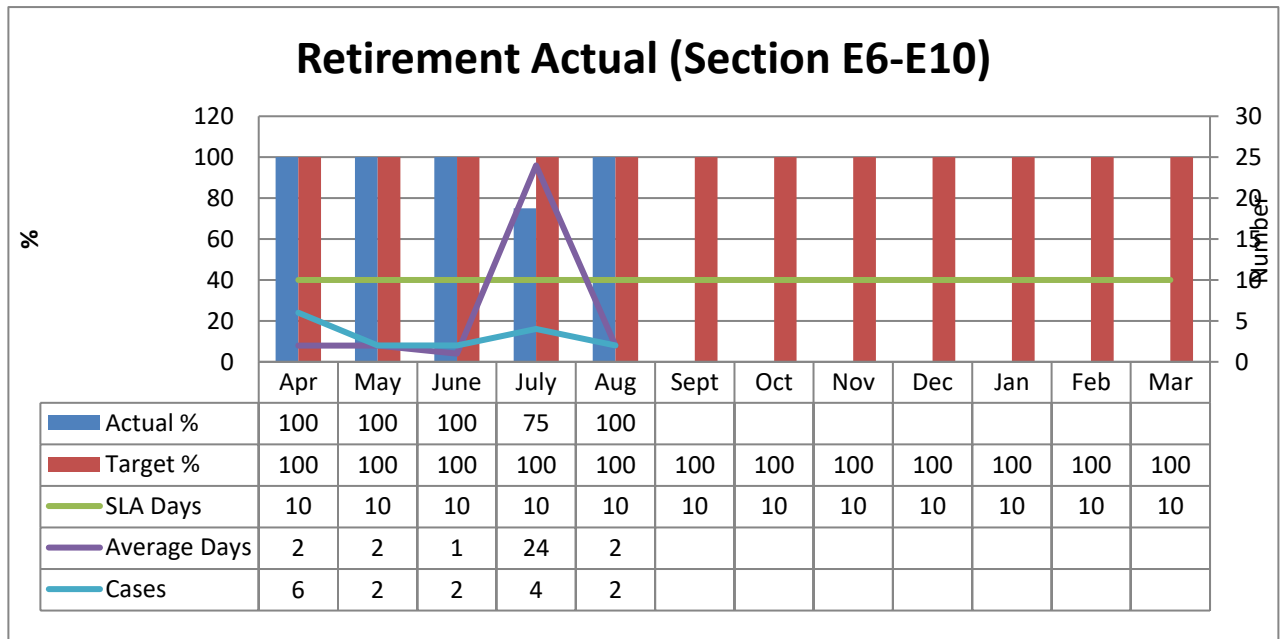
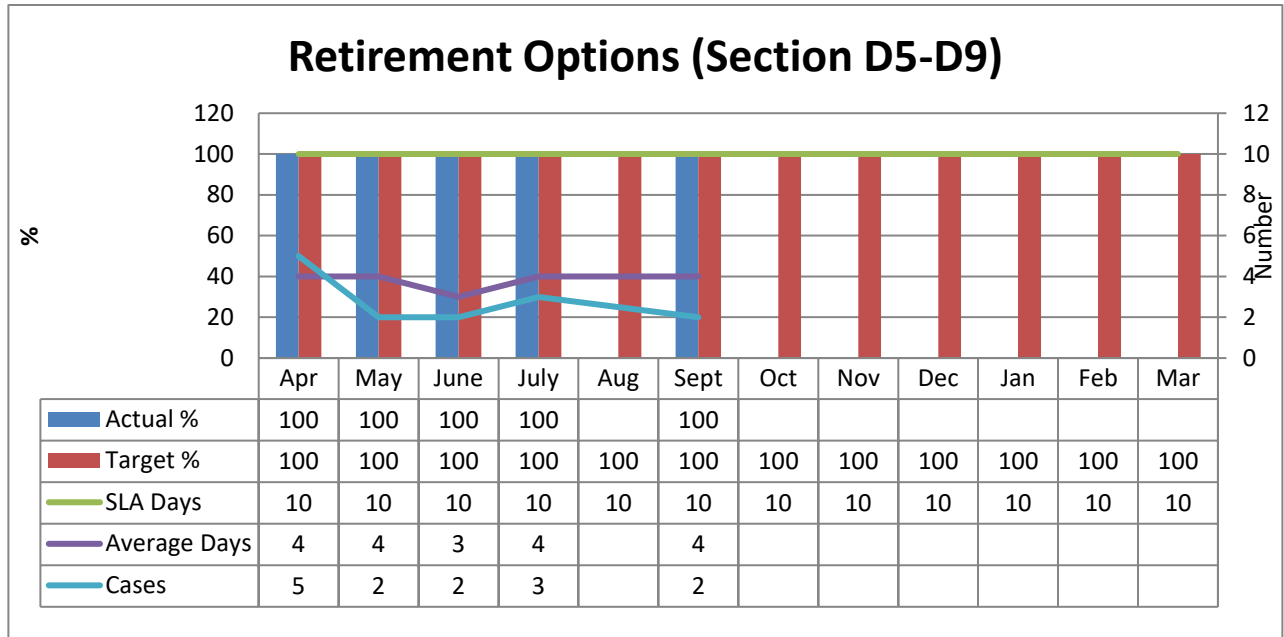
Performance Charts

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

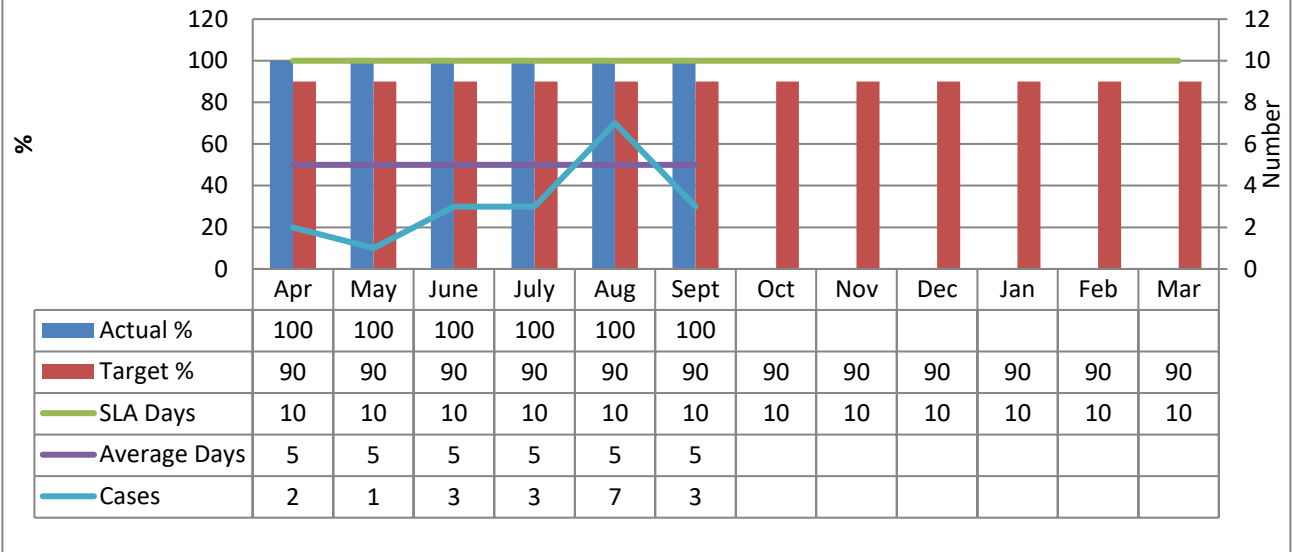




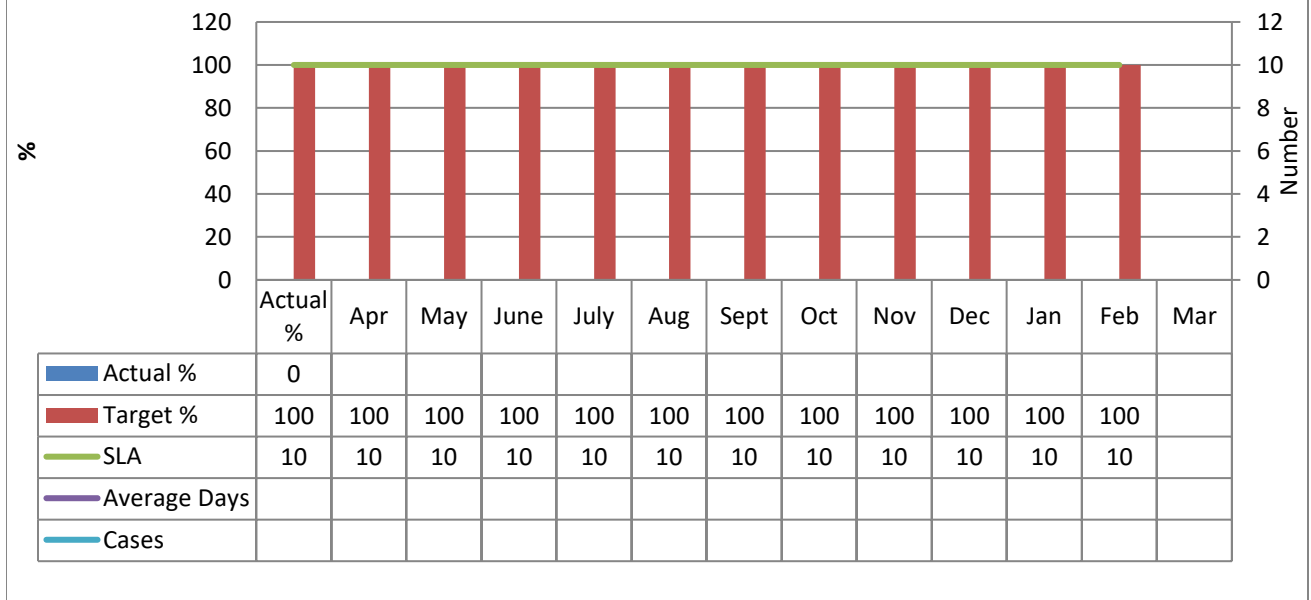


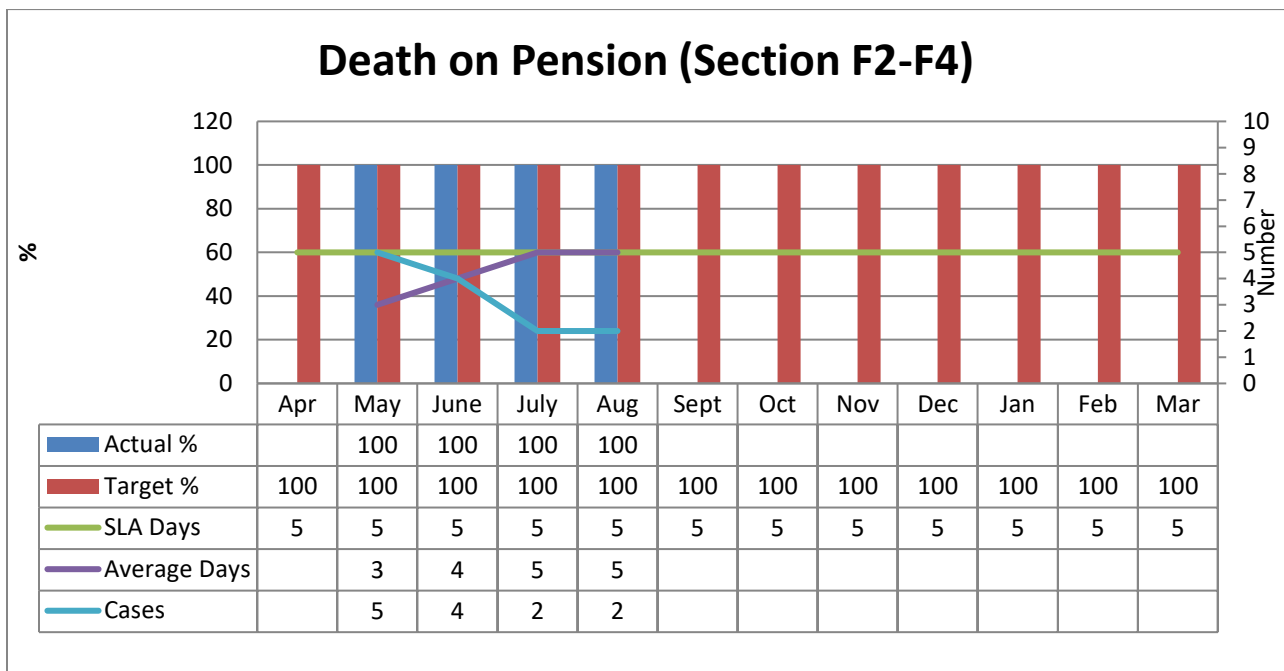
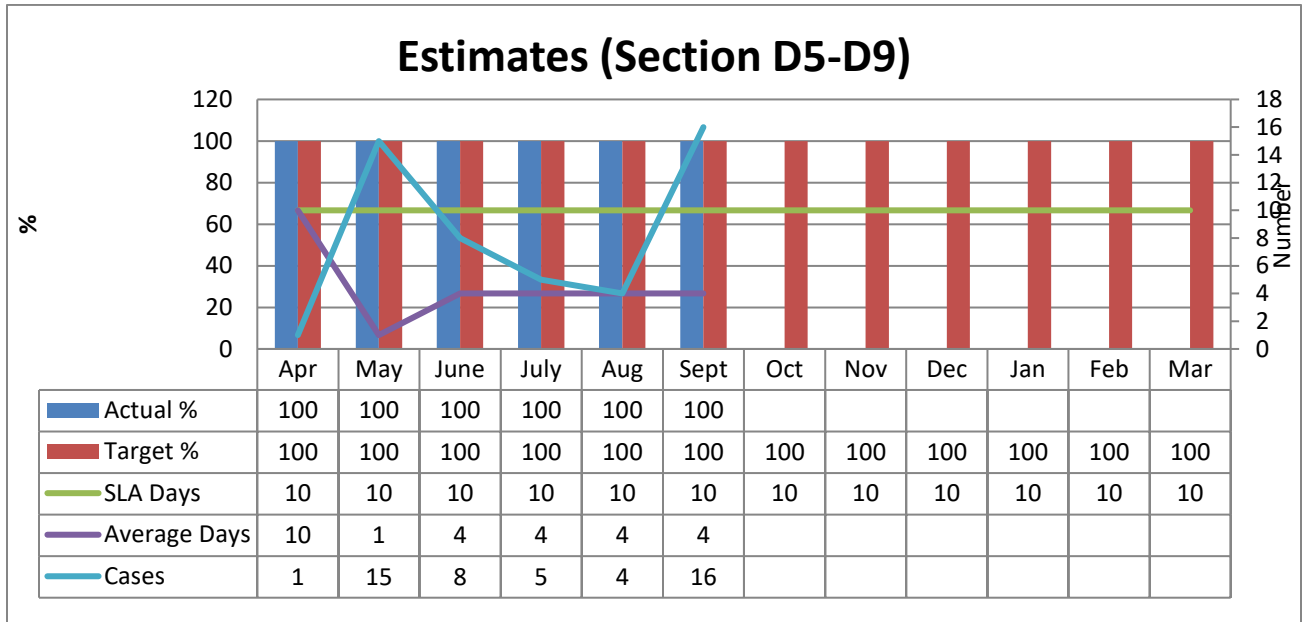


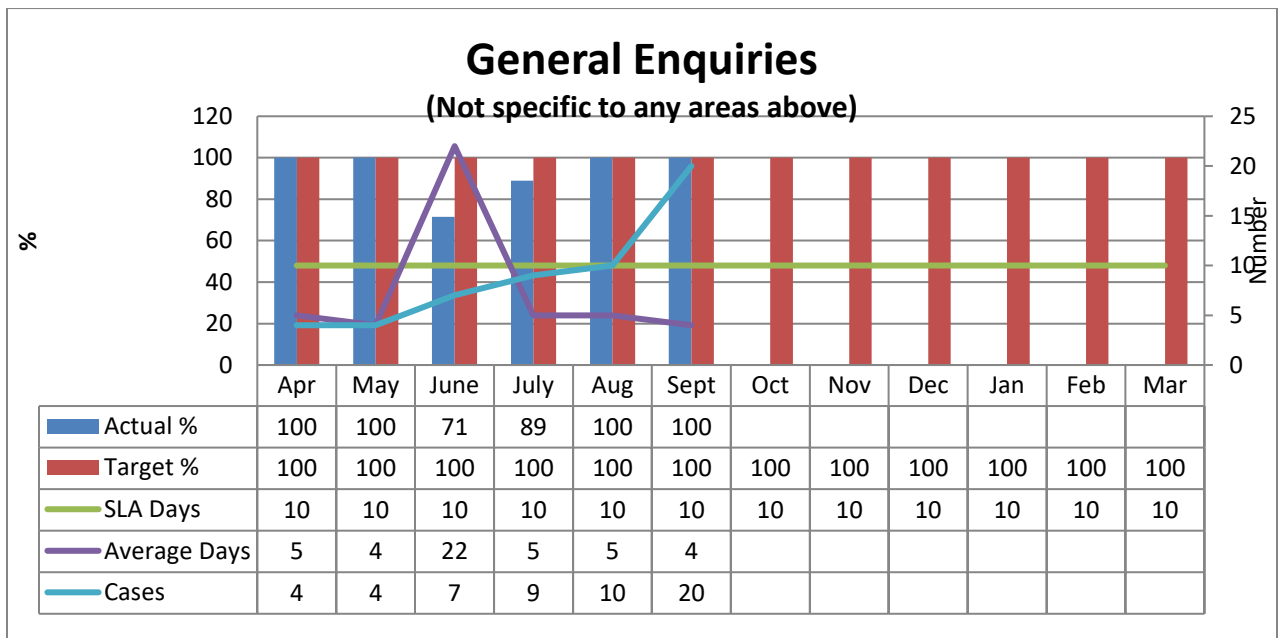
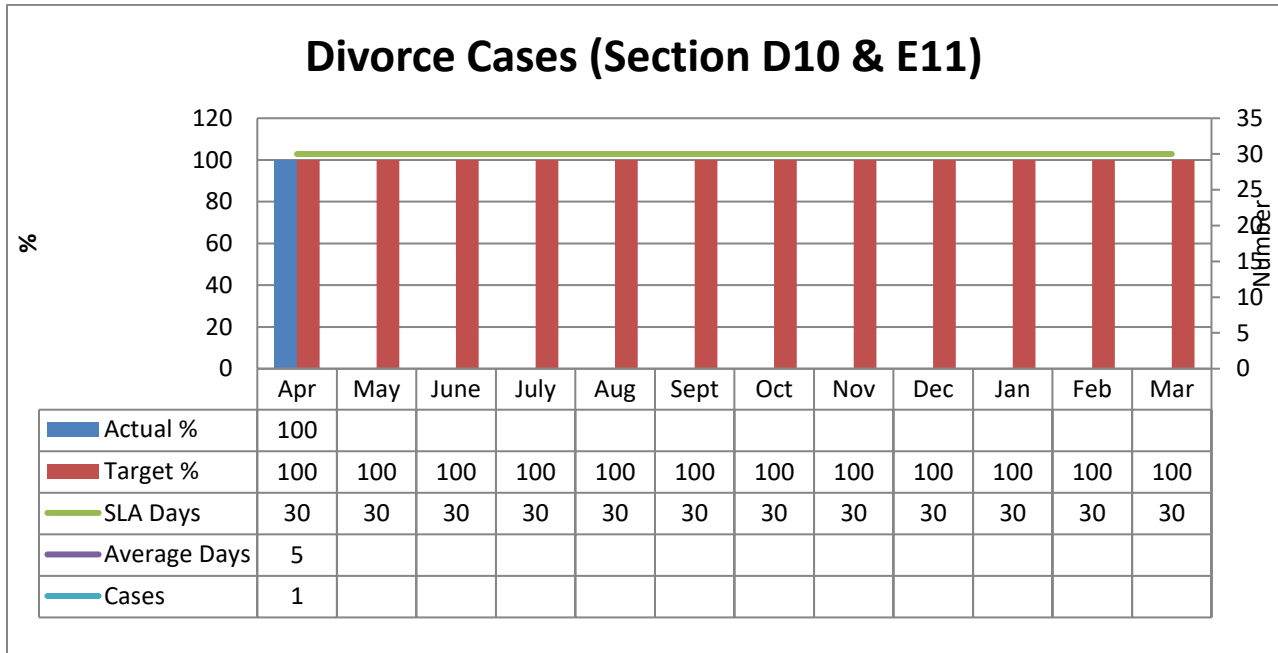
Deferred Benefits (Section E4)



Refund Cases (Section E3)







April 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	1	0	0	2	2	100.00	
Divorce Cases	D10+E11	30	100	5	0	1	0	0	1	1	100.00	
Estimates	D5-D9	10	100	10	1	0	0	0	1	1	100.00	
General	Enquiries	10	100	5	3	1	0	0	4	4	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	4	2	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	4	23	0	0	27	27	100.00	

May 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	3	5	0	0	0	5	5	100.00	
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	1	13	2	0	0	15	15	100.00	
General	Enquiries	10	100	4	4	0	0	0	4	4	100.00	
Processing new entrants	A4	10	90	1	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	2	1	1	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	4	1	1	0	0	2	2	100.00	
Transfers – in (Calculation)	0	10	90	5	0	3	0	0	3	3	100.00	
Transfers – in (Payment received)	0	10	90	5	5	0	0	0	5	5	100.00	
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	32	0	0	36	36	100.00	

June 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	4	4	0	0	0	4	4	100.00	
Deferred Benefits	E4	10	90	5	1	2	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	3	0	0	8	8	100.00	
General	Enquiries	10	100	22	3	4	0	2	7	5	71.43	GAD Factors
Processing new entrants	A4	10	90	18	3	20	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	1	2	0	0	0	2	2	100.00	
Retirement Options	D5-D9	10	100	3	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	#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	38	64	0	1	102	101	99.02	

July 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	5	1	2	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	2	3	0	0	5	5	100.00	
General	Enquiries	10	100	5	4	5	0	1	9	8	88.89	
Processing new entrants	A4	10	90	1	0	8	0	0	8	8	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	24	4	0	1	0	4	3	75.00	
Retirement Options	D5-D9	10	100	4	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	8	0	1	0	0	1	1	100.00	
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	35	0	0	45	45	100.00	

August 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	5	2	5	0	0	7	7	100.00	
Divorce Cases	D10+E11	30	100	#N/A	0	0	0	0	0	0	0.00	
Estimates	D5-D9	10	100	4	3	1	0	0	4	4	100.00	
General	Enquiries	10	100	5	4	6	0	0	10	10	100.00	
Processing new entrants	A4	10	90	0	0	6	0	0	6	6	100.00	
Refunds	E3	10	100	#N/A	0	0	0	0	0	0	0.00	
Retirement Actual	E6-E10	10	100	2	1	1	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	11	0	4	0	1	4	3	75.00	
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	5	20	0	0	25	25	100.00	

September 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	2	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	8	8	0	0	16	16	100.00	
General	Enquiries	10	100	4	5	15	0	0	20	20	100.00	
Processing new entrants	A4	10	90	1	1	19	0	0	20	20	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	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	5	0	2	0	0	2	2	100.00	
Transfers – Out (Payment)	E5	10	100	#N/A	0	0	0	0	0	0	0.00	
Variations	C1-C6	10	90	3	7	31	0	0	38	38	100.00	