



Surrey Fire & Rescue Authority

Pension Board Report

2022/2023 – Q1

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01 Overview

Regulations and Guidance

March 2022

- LGA issued confirmation that following a review of the retained firefighters 'Special Options' exercise an agreement had been reached which would extend the rights of retained firefighters to access the firefighter Pension Scheme. LGA have confirmed that the Home Office are currently drafting regulations to allow the extension of the options exercise and will issue further details as it becomes available. Please note that the time period to draft / consult / and lay regulations is 18 months.

April 2022

LGA Issued bulletin 56

Key Points: -

Matthews – Second options exercise

Bulletin 56 give an update on Matthews and further details on the data FRA's are requested to provide.

Payroll Workshop

LGA are proposing to hold a payroll workshop for individuals within FRA's who have some form of responsibility over the data collection extract needed for retrospective remedy.

Bulletin 56 also includes various links to the suite of tools available to help with data collection work.

Member benefit illustrations

The Scheme Advisory Board have worked with Barnett Waddingham to produce illustrations based on different scheme members, scenarios and salary profiles, with benefits showing at key retirement milestones.

Scheme Advisory Response to Home Office consultation on prospective remedy

On 20th April 2022 the SAB submitted a letter to the Home Office acknowledging the consultation response on regulation amendments to deliver prospective remedy for FPS. The response welcomed the opportunity to engage further with the Home Office on issues falling outside the scope of the consultation, such as the ill health process. A full summary can be found when the minutes of the meeting 24th March 2022 are published.

Actions required: -

- Matthews -Second options exercise - FRA's to complete data request questionnaire by 30th June 2022.
- Payroll workshop – FRA's to register their interest by 13th May 2022.
- FRA Pension Contacts – FRA's to provide LGA with information on who should receive generic pension information by 31st May 2022.

May 2022

LGA issued bulletin 57

Key Points:-

Ill Health "underpin"

Changes have been made to the reformed scheme rules. Regulations 65(2A) and (2B) have been inserted into the FPS 2015 regulations with effect from 1 April 2022. This means that for members where the ill health process began on or before 31st March 2022, the member is assessed for ill-health retirement against an NPA of 55. This will mean that there should be no cases where an affected member would have qualified for ill health retirement under the legacy 1992 scheme but does not qualify under the new reformed scheme.

Informal abatement guidance for FRA's

LGA have now published and informal abatement guidance for FRA's, available in the "guides and sample documents" section of www.fpsregs.org

SAB remedy engagement sessions

The Scheme Advisory Board (SAB) has been invited by the Home Office to take part in a series of joint engagement sessions with the Police SAB to consider scheme specific versions of the provision Definition Documents which define the provisions of the Public Service Pensions and Judicial Offices Act 2022 for each area of the 2015 Remedy. The first meeting is due to take place on 24th June 2022.

Actions required: -

- Reminder to FRA's to complete Matthews data request questionnaire by 30th June 2022.
- FRA's if not already done so to provide LGA with information on who should receive general pension information.

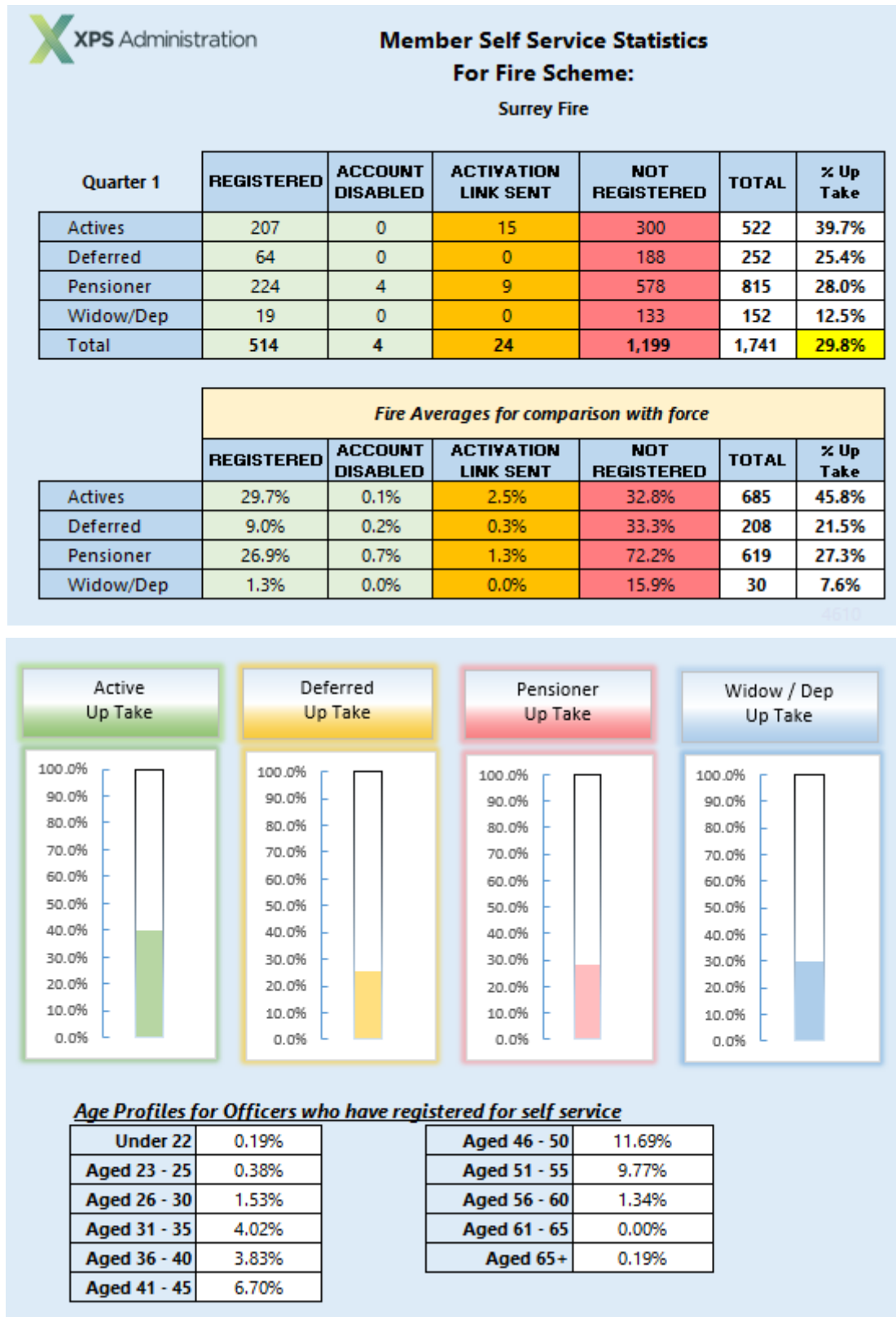
Additional Work / Previous Minutes

Use of tracing service to confirm addresses for those members approaching, or beyond, Normal Retirement Age

Tracing will commence during July with results expected and records updated toward the back end of this month. This should allow us to improve the deferred records in advance of the deferred benefit statement run which is scheduled for mid-August.

02 Member Self Service

Analysis for member self service when compared to the previous quarter shows an increase across all membership cohorts.



03 Common Data

Surrey Fire				
Data Test	Common data score			
	Max Population	Total Fails	% OK	
NINO	2233	1	99.96%	
Surname	2233	0	100.00%	
Forename / Inits	2233	0	100.00%	
Sex	2233	0	100.00%	
Title	2233	0	100.00%	
DoB Present	2233	0	100.00%	
DJS	2233	0	100.00%	
Status	2233	0	100.00%	
Last Status Event	2233	1	99.96%	
Status Date	2233	26	98.84%	
No Address	2233	2	99.91%	
No Postcode	2233	7	99.69%	
Address (All)	2233	48	97.85%	
Postcode (All)	2233	53	97.63%	
Members with a Fail	2233	31	98.61%	
Members with Multiple Fails	2233	49	97.81%	

The Common Data reports are run on a quarterly basis, just after the quarter end.

Data quality is good and where we have failures here, it is likely that at least for some of them, they cannot be rectified.

An example of this is the NI Number – we currently pay pensions to people of all ages. For Surrey Fire and Rescue, your oldest dependent is 100 and the youngest 8.

For children in receipt of a dependents pension, they will not receive a NI Number of their own until they reach age 16. We therefore have to create a temporary NI Number which carries a prefix of TN, this is not a recognised NI Number, and will therefore fail the NI Number quality test. These will naturally be resolved in the passing of time.

The tests for Title are quite specific. Missing titles will fail, as will some of the lesser-known titles. Occasionally, if a member set has been imported and there are additional spaces within the Title field, these can also cause fails.

Address / Post Code Fails can occur either where the data is missing, or, where the address does not meet the standards as dictated by the UK postal service. Typically, we see that the deferred cohort are those with the most missing fails and overseas address can fail as they do not meet UK standards for format / layout.

04 Membership

Quarter 4 2021 - 2022

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old - FPS	19 ▼	72 -	770 ▲	144 ▲	8 ▼
New - NFPS	8 ▼	93 ▲	18 ▲	0 -	0 -
CARE - 2015	540 ▼	60 ▲	4 -	3 -	1 -
Total	567 ▼	225 ▲	792 ▲	147 ▲	9 ▼

Quarter 3 2021 - 2022

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old - FPS	22 ▼	72 ▼	768 ▲	143 ▼	11 -
New - NFPS	9 ▼	92 ▼	17 ▲	0 -	0 -
CARE - 2015	549 ▲	55 ▼	4 ▲	3 ▲	1 -
Total	580 ▲	219 ▼	789 ▲	146 ▼	12 -

Quarter 2 2021 - 2022

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old - FPS	26 ▲	75 ▲	763 ▲	145 ▲	11 ▲
New - NFPS	12 ▲	94 ▲	16 ▲	0 -	0 -
CARE - 2015	538 ▲	54 ▲	3 ▲	2 ▲	1 ▲
Total	576 ▲	223 ▲	782 ▲	147 ▲	12 ▲

This table is designed to be a very quick, at a glance, display of the membership movements within the schemes. This will be provided on a quarterly basis at each meeting on a rolling year basis.

The query brought forward from the previous meeting of the Board has been resolved. This was primarily in respect of the Q2 Deferred membership which looked very high compared to subsequent values with a total of 340 on this column.

05 Completed Cases Overview

Surrey Fire	Cases completed	Cases completed within target	Cases completed outside target	Cases: % within target
April	58	43	15	74%
May	64	44	20	69%
June	65	61	4	94%
Quarter 1	187	148	39	79%
July				
August				
September				
Quarter 2				
October				
November				
December				
Quarter 3				
January				
February				
March				
Quarter 4				
Year - Total	187	148	39	79%

This table is designed to be a very quick, at a glance, display of the total cases completed within the year.

Further details on specific workflows are shown below.

The KPI statistics for the month of May show similar patterns to those seen in April. Although work completed has increased, with 64 tasks being looked at, 44 of these were within normal timeframes, which is a slight increase on the previous month. The tasks that are taking us slightly longer to complete are in the same vein as the previous month, and these are estimates, generals and deferreds. Further detail is below:

Three deferred cases. Two of these were deferring the 2015 section of pensioner records.

Six estimate cases which related to five individual members.

Eleven general cases. These related to nine individual members, and five of these member cases was XPS either rectifying the information held on records at transition or answering ongoing queries prior to XPS taking over administration of the pension schemes for Surrey Fire & Rescue.

June sees a return to close to where we need to be with just 4 cases out of 65 completed outside of normal timeframes.

We are aware of the need to roll out training for more members of the team in areas such as estimates and have taken steps to direct more people at these areas. We also have one member of staff who primarily looks at general cases whilst other colleagues focus on calculations first. We are hopeful that this will start to yield more positive results in the coming quarters but will as always be paying close attention to our KPI results and will continue to update you on a monthly basis.

06 Completed Cases by Month

Here we break down the performance of XPS month by month. Each month is split out into its own table with the fifteen main KPI's listed with performance set out against each of them.

April 2022

April 2022					
Service	Days	Minimum Target	Cases	Within Target	Actual Performance
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	4	4	100
Deferred Benefits	10	90	2	1	50
Divorce Cases	30	100	0	0	0
Estimates	10	100	9	8	89
General	10	100	22	12	55
Processing new entrants	10	90	1	1	100
Refunds	10	100	0	0	0
Retirement Actual	10	100	8	8	100
Retirement Options	10	100	4	1	25
Transfers – in (Calculation)	10	90	1	1	100
Transfers – in (Payment received)	10	90	1	1	100
Transfers – Out (Calculation)	10	100	0	0	0
Transfers – Out (Payment)	10	100	0	0	0
Variations	10	90	6	6	100

May 2022

May 2022					
Service	Days	Minimum Target	Cases	Within Target	Actual Performance
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	1	1	100
Deferred Benefits	10	90	7	4	57
Divorce Cases	30	100	0	0	0
Estimates	10	100	6	0	0
General	10	100	25	14	56
Processing new entrants	10	90	1	1	100
Refunds	10	100	0	0	0
Retirement Actual	10	100	1	1	100
Retirement Options	10	100	2	2	100
Transfers – in (Calculation)	10	90	0	0	0
Transfers – in (Payment received)	10	90	0	0	0
Transfers – Out (Calculation)	10	100	0	0	0
Transfers – Out (Payment)	10	100	0	0	0
Variations	10	90	21	21	100

June 2022

Service	Days	Minimum Target	Cases	Within Target	Actual Performance
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	3	3	100
Deferred Benefits	10	90	12	12	100
Divorce Cases	30	100	2	1	50
Estimates	10	100	5	5	100
General	10	100	22	19	86
Processing new entrants	10	90	0	0	0
Refunds	10	100	0	0	0
Retirement Actual	10	100	2	2	100
Retirement Options	10	100	6	6	100
Transfers – in (Calculation)	10	90	0	0	0
Transfers – in (Payment received)	10	90	0	0	0
Transfers – Out (Calculation)	10	100	0	0	0
Transfers – Out (Payment)	10	100	0	0	0
Variations	10	90	13	13	100

Task analysis

There are 83 tasks within our workflow for your scheme members, made up of the following:

Tasks with a future date for completion = 43

This is a total mixture of business as usual work and we will of course try and complete this within the permitted timescales.

Tasks where we are awaiting a response = 23

These are collection tasks and are required where we are awaiting information from scheme members, transfers in and from Surrey FRA.

Annual Allowance Cases = 4

Tasks associated with the collection of information or the calculations in respect of pensions taxation.

Items Overdue = 12

Inherited and non-inherited cases covering inter-brigade transfers, estimates and a general case

07 Complaints

Full Name	Description	Date received	Date completed	Comment
	None this period			



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