



# **Surrey Fire & Rescue Authority**

## **Pension Board Report**

2022/2023 – Q3

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# 01 Overview

## Regulations and Guidance

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### October 2022

LGA issued bulletin 62

Key points:-

Matthews – FPS member website update

LGA have recently added some additional commentary to the FPS member website around the second options exercise.

Matthews – member warm up communications

LGA have uploaded generic template letters for both in scope and out of scope retained firefighters. FRA's are strongly recommended to use these templates where appropriate.

Fire and Rescue workforce and pension statistics published

The Home Office published the statistics which covers a period from April 2021 to March 2022 and reflect data returns on income, expenditure and membership submitted by all 44 FRA's in England.

Actions required: -

- Independent Qualified Medical Practitioners:

LGA would like all FRA's to provide them with a list of the Independent Qualified Medical Practitioners they use and their contact details.

- XPS attended LGA Fire Pension Scheme AGM – 25<sup>th</sup> & 26<sup>th</sup> October

### November 2022

LGA issued bulletin 63

Key points:-

Ill-health factsheet on reassessment cases

LGA remind FRA's that a re-assessment of ill-health entitlement will not be needed in every case, it is only where, under rollback, the individual would qualify for alternative ill-health benefits and the assessment criteria under the regulations sets a lower qualifying bar.

Actions required: -

- Age discrimination remedy – Ill-health factsheet on re-assessment of cases:

FRAs to review the ill health re-assessment factsheet and ensure that appropriate action is taken where necessary.

- SAB levy 2022-23 – Request for Purchase Order numbers:

FRAs to provide a valid purchase order number, stating the number of employees eligible to join one of the Firefighters' Pension Schemes as of 1 April 2022, using the form provided with the SAB 2022-23 levy letter.

- Consultation on The Public Services Pension Scheme (rectification of unlawful discrimination) (Tax) regulations 2023:

FRAs and administrators are encouraged to respond to the consultation.

## December 2022

LGA issued bulletin 64

Key points:-

Independent Qualified Medical Practitioner (IQMP) - Central list

Several IQMP's have given their permission for LGA to publicise their contact information on the protected area of the FPS Regulations and Guidance website.

Retrospective Remedy Webpage

LGA has created a new webpage for retrospective remedy. The page contains useful information and documents about the retrospective remedy.

Retained firefighter Employment Tribunal pension claims

LGA ask all FRA's to be alert to the receipt of Employment Tribunal claims brought on behalf of retained firefighters and inform the LGA immediately on receipt.

Actions required: -

- Deferred connection guidance published:

FRAs who meet the limited circumstances and want to apply to defer dashboard connection, must email [pensionsdashboard@DWP.gov.uk](mailto:pensionsdashboard@DWP.gov.uk) as soon as possible and before 12 December 2023.

- Early connection guidance updated:

FRAs should decide as soon as possible if they want to connect early to dashboards and apply to MaPS when application forms are available.

- HMRC publishes pension schemes newsletter 145:

FRAs and administrators to remind members who do not have enough carry forward to offset a tax charge for 2021 to 2022 to declare this on their self-assessment tax return.

## Additional Work / Previous Minutes

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

Discussions have concluded with our supplier in respect of the new terms and conditions for address screening services. Data has been submitted in January and It is expected that a verbal update, will be available for the Board once we have received the output and worked through any amends.

XPS will be writing to the old and the new address, where applicable, in order to ensure that we are not amending an address to something that it shouldn't be.

Where we have completed exercises such as this in the past, it has proven to be a very worthwhile exercise.

### **Conditional Data Testing**

Work has commenced to map the entire Fire Schemes database to a Conditional Data testing facility within XPS which will give a conditional data score. This is a prerequisite to being able to prove that we are 'Dashboard Ready' in advance of connecting to MAPS Dashboard service in late 2024.

Our central business function is working through the data set we have sent to them in order to build the tests necessary for this scoring and validation exercise.

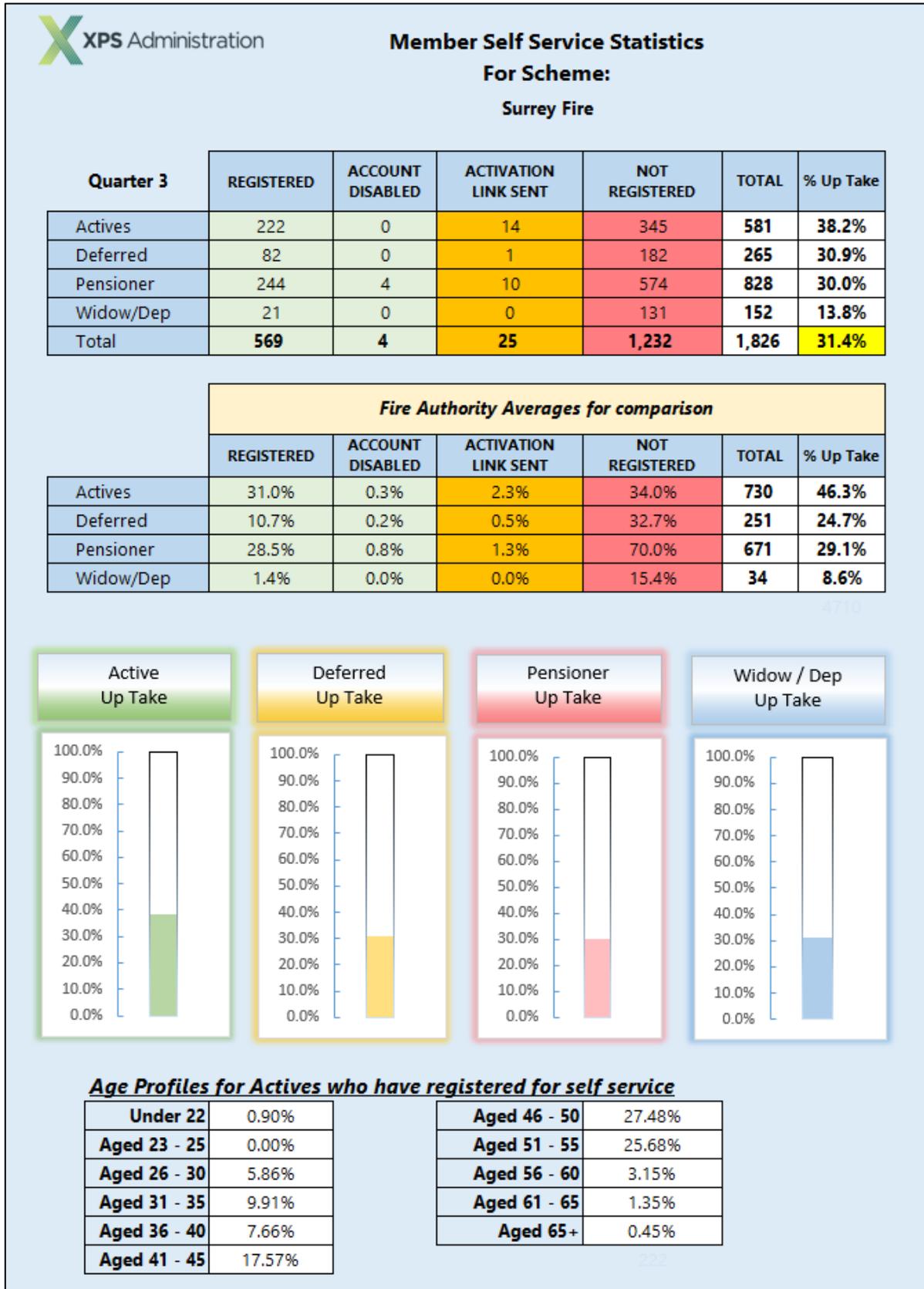
Meetings are due to take place in February with the initial mapping results, from there, we will contact the service with regards to next steps.

### **Governance and Administration Survey**

The annual Governance and Administration questionnaire is being distributed to all public sector pension schemes. XPS are happy to work with the Service and the Chair of the Pensions Board (suggested by the tPR), to complete this by the required deadline of 17<sup>th</sup> February.

# 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				57	▼
Data Test	Common data score			Previous Quarter	
	Max Population	Total Fails	% OK	Total Fails	% OK
<b>NINO</b>	2303	2	99.91%	2	99.91%
<b>Surname</b>	2303	0	100.00%	0	100.00%
<b>Forename / Inits</b>	2303	0	100.00%	0	100.00%
<b>Sex</b>	2303	0	100.00%	0	100.00%
<b>Title</b>	2303	0	100.00%	0	100.00%
<b>DoB Present</b>	2303	0	100.00%	0	100.00%
<b>Dob Consistent</b>	2303	0	100.00%	0	100.00%
<b>DJS</b>	2303	0	100.00%	0	100.00%
<b>Status</b>	2303	0	100.00%	0	100.00%
<b>Last Status Event</b>	2303	1	99.96%	1	99.96%
<b>Status Date</b>	2303	18	99.22%	21	99.09%
<b>No Address</b>	2303	13	99.44%	13	99.44%
<b>No Postcode</b>	2303	19	99.17%	19	99.18%
<b>Address (All)</b>	2303	55	97.61%	54	97.66%
<b>Postcode (All)</b>	2303	61	97.35%	60	97.40%
<b>Members with a Fail</b>	2303	25	98.91%	28	98.79%
<b>Members with Multiple Fails</b>	2303	56	97.57%	55	97.62%
<b>Total Fails</b>	2303	81	96.48%	83	96.40%

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 101 and the youngest 9.

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

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.

## Quarter 3 2022 - 2023

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old-FPS	0 -	72 ▼	790 ▲	141 ▲	8 -
New-NFPS	2 -	96 ▲	21 ▲	0 -	0 -
CARE - 2015	587 ▼	92 ▲	15 ▲	2 -	1 -
<b>Total</b>	<b>589 ▼</b>	<b>260 ▲</b>	<b>826 ▲</b>	<b>143 ▲</b>	<b>9 -</b>

## Quarter 2 2022 - 2023

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old-FPS	0 -	75 ▲	787 ▲	140 ▼	8 -
New-NFPS	2 ▼	93 ▼	20 ▲	0 -	0 -
CARE - 2015	599 ▲	87 ▲	12 ▲	2 -	1 -
<b>Total</b>	<b>601 ▲</b>	<b>255 ▲</b>	<b>819 ▲</b>	<b>142 ▲</b>	<b>9 -</b>

## Quarter 1 2022 - 2023

Scheme	Actives	Deferred	Pensioner	Widow	Dependant
Old-FPS	0 ▼	76 ▼	782 ▼	141 ▼	8 -
New-NFPS	4 ▼	94 ▲	19 ▲	0 -	0 -
CARE - 2015	521 ▼	83 ▲	7 ▲	2 ▼	1 -
<b>Total</b>	<b>525 ▼</b>	<b>253 ▼</b>	<b>808 ▼</b>	<b>143 ▼</b>	<b>9 -</b>

## Previous Quarter 4

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 -
<b>Total</b>	<b>567 -</b>	<b>225 -</b>	<b>792 -</b>	<b>147 -</b>	<b>9 -</b>

Please note all active member records have been moved across to the 2015 scheme with effect from 1/4/2022. The reducing active numbers within non-CARE – 2015 are where records are being cleansed. The two record still denoted as in legacy schemes are to be deleted.

## 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%
<b>Quarter 1</b>	<b>187</b>	<b>148</b>	<b>39</b>	<b>79%</b>
July	49	35	14	71%
August	41	37	4	90%
September	42	37	5	88%
<b>Quarter 2</b>	<b>132</b>	<b>109</b>	<b>23</b>	<b>83%</b>
October	47	46	1	98%
November	41	40	1	98%
December	23	23	0	100%
<b>Quarter 3</b>	<b>111</b>	<b>109</b>	<b>2</b>	<b>98%</b>
January				
February				
March				
<b>Quarter 4</b>				
<b>Year - Total</b>	<b>430</b>	<b>366</b>	<b>64</b>	<b>85%</b>

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.

Quarter 3 KPI statistics were 98% with 109 cases out of 111 being completed on time. Of the two cases completed slightly late we had:

October - One general case. This related to a query from a third party asking for contact details for the member and there was a delay in letting them know that we could not assist due to GDPR.

November – One general case. This related to a member who had contacted us regarding viewing the benefits earned from his Added Years contract on his Annual Benefit Statement and wanted us to contact him to explain the position. Due to a communication error over who was dealing with this there was a delay in responding, but an apology for this was offered and the query resolved.

The KPI statistics for quarter 3 show a significant improvement on both quarter 2, which was 83%, and quarter 1 which was 79%. This is a result of increased recruitment and training and the setting up of dedicated call handlers within the unit to allow the more experienced staff to focus on more complex work. We are hopeful of seeing sustained results in future quarters, but we will continue to monitor our performance very closely.

## 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.

### October 2022

October 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	4	4	100
Divorce Cases	30	100	1	1	100
Estimates	10	100	4	4	100
General	10	100	23	22	96
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	5	5	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	7	7	100

## November 2022

<b>November 2022</b>					
<b>Service</b>	<b>Days</b>	<b>Minimum Target</b>	<b>Cases</b>	<b>Within Target</b>	<b>Actual Performance</b>
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	0	0	0
Deferred Benefits	10	90	3	3	100
Divorce Cases	30	100	0	0	0
Estimates	10	100	1	1	100
General	10	100	20	19	95
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	5	5	100
Transfers – in (Calculation)	10	90	1	1	100
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	9	9	100

## December 2022

<b>December 2022</b>					
<b>Service</b>	<b>Days</b>	<b>Minimum Target</b>	<b>Cases</b>	<b>Within Target</b>	<b>Actual Performance</b>
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	0	0	0
Deferred Benefits	10	90	4	4	100
Divorce Cases	30	100	0	0	0
Estimates	10	100	1	1	100
General	10	100	7	7	100
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	5	5	100
Transfers – in (Calculation)	10	90	0	0	0
Transfers – in (Payment received)	10	90	0	0	0
Transfers – Out (Calculation)	10	100	1	1	100
Transfers – Out (Payment)	10	100	0	0	0
Variations	10	90	3	3	100

## Task analysis

A verbal update will be provided on current task analysis, however levels are not expected to be of any cause for concern to the Board.

# 07 Complaints

Full Name	Description	Date received	Date completed	Comment
None this period				



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