



Surrey Fire & Rescue Authority

Pension Board Report

2021-2022

Contents

01 Overview

02 Member Self Service

03 Common Data

04 Membership

05 Completed Cases Overview

06 Completed Cases by Month

07 Complaints

01 Overview

Regulations and Guidance

November 2021

On 8th November 2021 the Home Office launched a consultation on the amendments to the pension scheme regulations to deliver the first set of changes to remove the transitional protections from FPS 2015. The consultation was open until Sunday 2nd January 2022.

The FBU and LGA published a joint statement on 19th November 2021 to update colleagues on the impact of HMRC's policy note of 27th October 2021 and the Finance (No.2) Bill.

On 29th November 2021 the LGA wrote to FRAs and other stakeholders to tell them that the Home Office has withdrawn its informal and non-statutory guidance on processing certain kinds of immediate detriment cases ahead of legislation with immediate effect.

LGA issued FPS Bulletin 51

Key points covered are:-

- Finance (No.2) Bill 2021/22 and the changes that may affect the administration of the FPS.
- Pension scams, new restrictions on transfers from 30 November 2021.
- Proposed amendments to the PSPJO Bill

December 2021

On 17th December the Scheme Advisory Board has written an open letter to HM Treasury on the withdrawal of the Immediate Detriment guidance, requesting more information on the risks and uncertainties mentioned in their assessment.

LGA issued FPS Bulletin 52

Key points covered are:-

- Immediate detriment framework update
- FRA remedy self-assessment survey research report

Additional Work / Previous Minutes

A7/21 Use of tracing service to confirm addresses for those members approaching, or beyond, Normal Retirement Age

XPS are in the process on obtaining a cost to undertake this process. This may involve the use of a third party and we will confirm if this will be the case.

A8/21 Update on clearing of outstanding inherited tasks following transfer to XPS

Most tasks that came across to XPS are now either completed or being dealt with through our workflows in the normal way. We have experienced some cases however where we have had to refer decisions back to Surrey FRA due to previous delays and it may be that these continue as we work through them.

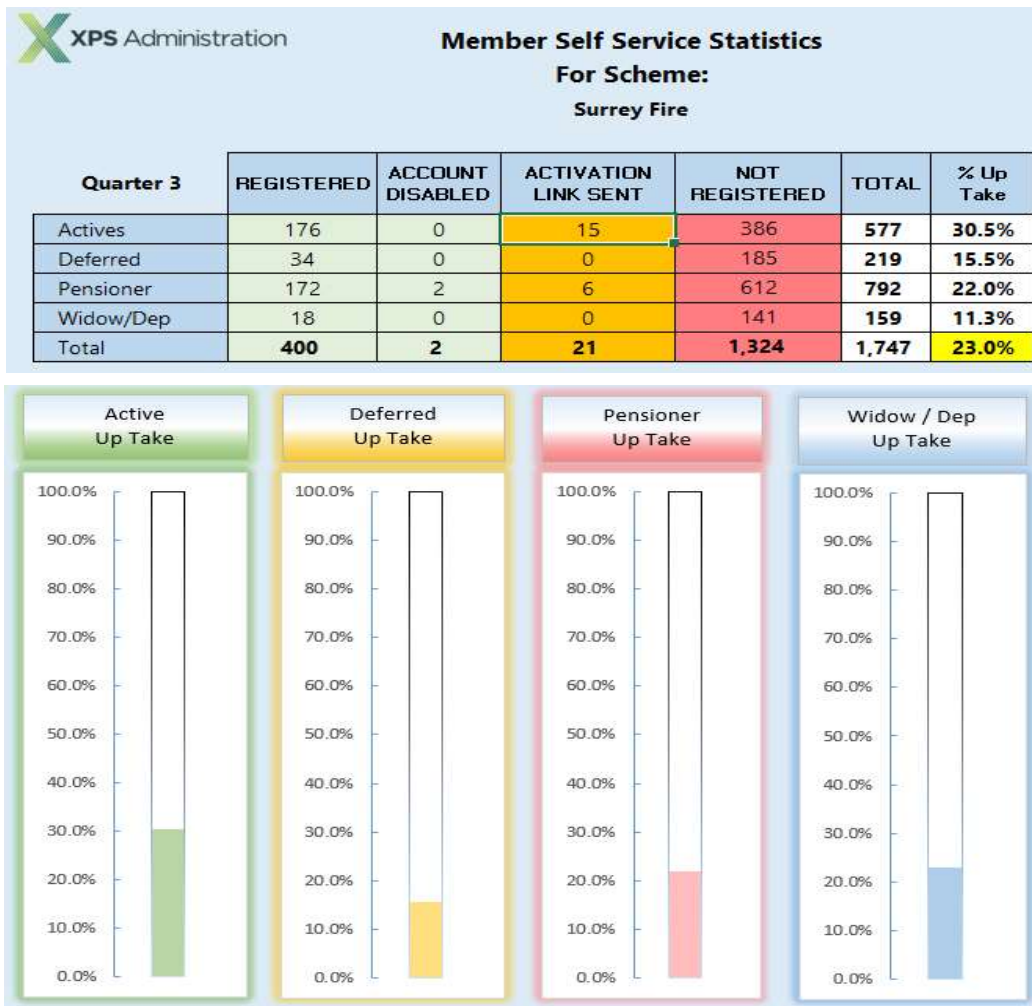
We have also had a recent case where we spotted an AA breach in the tax year 17/18 that had not been notified to the member. Their options were issued, and Surrey FRA were notified that they would likely incur a potentially large interest charge from HMRC for such a late election. This did result in undertaking several additional hours of work to prepare separate options.

A9/21 Suggestions to improve the self-service portal and helpline backlog

XPS regularly check abandonment rates on the hunt group phone number. Unfortunately, this is a generic number across all our Police and Fire clients and therefore we are unable to report on an individual client basis.

Currently this reporting is on a historic basis, but XPS are investigating systems that can provide a “live” view of calls waiting and available team members which should help reduce missed calls further. This development will be rolled out during 2022.

02 Member Self Service



03 Common Data

Surrey Fire				
Data Test	Common data score		Total Fails	% OK
	Max Population			
NINO	2246	2	99.91%	
Surname	2246	0	100.00%	
Forename / Inits	2246	0	100.00%	
Sex	2246	0	100.00%	
Title	2246	4	99.82%	
DoB Present	2246	0	100.00%	
DJS	2246	0	100.00%	
Status	2246	0	100.00%	
Last Status Event	2246	0	100.00%	
Status Date	2246	20	99.11%	
No Address	2246	3	99.87%	
No Postcode	2246	10	99.55%	
Address (All)	2246	39	98.26%	
Postcode (All)	2246	46	97.95%	
Members with a Fail	2246	31	98.62%	
Members with Multiple Fails	2246	39	98.26%	
Total Fails	2246	70	96.88%	

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.

Status Date fails are usually found as a consequence of a payroll build, or occasional anomalies with

the setup of a member. The system expects to see a natural chain of status changes with a chronology of dates and if these aren't present / in sequence, we will get a failure.

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 2 2021 - 2022

Scheme	Actives		Deferred		Pensioner		Widow		Dependant	
Old - FPS	26	▲	80	▲	763	▲	145	▲	11	▲
New - NFPS	12	▲	138	▲	16	▲	0	-	0	-
CARE - 2015	538	▲	122	▲	3	▲	2	▲	1	▲
Total	576	▲	340	▲	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.

05 Completed Cases Overview

Surrey Fire & Rescue	Cases completed	Cases completed within Target	Cases completed outside target	Cases: % within target
July				
August				
September	20	19	1	95%
Quarter 2	20	19	1	95%
October	29	26	3	90%
November	56	45	11	80%
December	73	71	2	97%
Quarter 3	158	142	16	90%
January				
February				
March				
Quarter 4				
Year - Total	178	161	17	90%

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.

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.

November 2021

Service	Days	Minimum Target	Cases	Within Target	Actual Performance
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	0	0	0
Deferred Benefits	10	90	1	1	100
Divorce Cases	30	100	0	0	0
Estimates	10	100	9	6	67
General	10	100	25	17	68
Processing new entrants	10	90	0	0	0
Refunds	10	100	0	0	0
Retirement Actual	10	100	3	3	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	12	12	100

Although the SLA achievement for November was poor, below are the mitigating circumstances for the failures:

Estimates

- all three failures relate to one member who requested estimates at various dates. There was a delay in preparing these whilst we ensured that the pay being used was correct and taking extra time to double check our projections.

Generals

- two related to a member who initiated a general query regarding the transfer of their pension to XPS. However, upon looking at their record it was noticed that they had what was suspected to be an incorrect tax code issued by HMRC. We issued a letter to the member regarding this they required confirmation from Surrey FRA on who XPS were before they would respond with the required details to be able to issue a letter via email.
- one related to a chase request member covered under the Estimate failure
- one related to a request from a member for the reissuance of a document. Upon checking the file, it related to a document sent prior to the transition of administration to XPS. We spoke to the member on the telephone to explain the issue (which related to the basis of suspending a dependant's pension) and the next steps should education be resumed in the future.
- four related to requests for an update on the Immediate Detriment Framework

December 2021


Service	Days	Minimum Target	Cases	Within Target	Actual Performance
Death in Service	5	100	0	0	0
Death of a pensioner	5	100	2	2	100
Deferred Benefits	10	90	1	1	100
Divorce Cases	30	100	0	0	0
Estimates	10	100	1	1	100
General	10	100	40	38	95
Processing new entrants	10	90	1	1	100
Refunds	10	100	0	0	0
Retirement Actual	10	100	4	4	100
Retirement Options	10	100	5	5	100
Transfers – in (Calculation)	10	90	1	1	100
Transfers – in (Payment received)	10	90	1	1	100
Transfers – Out (Calculation)	10	100	1	1	100
Transfers – Out (Payment)	10	100	0	0	0
Variations	10	90	16	16	100

The statistics for December are better with only two cases failing. The details are:

- a request for confirmation of service from a member who has joined MSS and cannot see his service with his previous FRA. The reason is that his interfund service was not updated prior to his record transferring to us. We confirmed to the member that this would be done, however this is a historic error.
- a request for confirmation of service from a member who has joined MSS and cannot see his service with his previous FRA this time from 2019, that was fully updated on his record. We are in the process of contacting his previous FRA for them to clarify the service that we should hold.

07 Complaints

Full Name	Description	Date received	Date completed	Comment
	Member tried to access Member Self Service but as the system is not live, this did not work. Member frustrated at lack of progress with the online service and had been speaking to a member of staff who was unable to conclude his query and then unfortunately became poorly so didn't update the member as intended.	23/09/2021	24/9/2021	



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