

WEST MIDLANDS FIRE AND RESCUE AUTHORITY**PENSION BOARD****29 MARCH 2023****PENSION SECTION SUPPORTING INFORMATION****1. WEST MIDLANDS FIRE SERVICE FIREFIGHTERS' PENSION SCHEMES MEMBERSHIP AS AT 28th February 2023**

Active Firefighters	1,380
2015 scheme members	1,240
Non-members	100 (7.25%)
Pensioners	2,221
Dependants	426

The percentage of non-members has reduced but remains higher than would have been the case prior to 2015. This may be due to the ongoing cost of living crisis and the higher than average member contributions.

2. ANNUAL ACTIVITY LEVELS

2.1 During the current financial year the following levels of activity have been experienced:

Age Related Retirements	56
Ill Health Retirements	2
Opt outs	17
New joiners	71
Applications to transfer in/out	14

Opt out levels appear high as the service undertook Auto-Enrolment in August last year.

- 2.2 The section has also processed the requests shown in the table below and achieved the levels of performance shown.

Request type	Received	Average Response time in days	Performance against target
Benefit Estimate	40	133	27.5%
CETV for Divorce	12	117	66.7%
General Information	16	21	88.9%

We have noted an increase in benefit estimate requests which may be driven by the above average pay award. The number of requests recorded in the above categories still however remains low. The requests recorded include all requests and not just those where a response is required within a given timeframe outlined within the disclosure regulations. As a result, the average response times are higher than would be expected.

3. **INTERNAL DISPUTE RESOLUTION PROCEDURE (IDRP)**

- 3.1 No further cases have entered the IDRP process since the last meeting.

4. **MCCLLOUD JUDGEMENT – UPDATE**

- 4.1 In line with the agreement made with the Scheme Manager Category 2 members are now being contacted and offered remedy in line with the above judgement.

The service contacted all members originally identified in line with the deadline agreed with the Scheme Manager.

- 4.2 Subsequent to completing the work contact was received from a member who should have been included but had not previously been identified. As a result of this contact, a further review of records has been carried out and a further four cases may have been identified.

These cases will be investigated and if necessary the members will be contacted prior to the 30th April.

5. **SYSTEM UPDATES**

5.1 **ALTAIR Member Self Service**

We are now at a stage where we have a target implementation date of 1st May 2023 for active members to be given access to the system,

5.2 **ORACLE Fusion**

A trial consisting of roughly 25 members has begun. Whilst several of the members had been successful in accessing the Test service, problems have been encountered when trying to access the production environment. These problems appear to be technical in nature and ICT are working with the members, ORACLE, and Microsoft to solve the issue.

Paul Gwynn
Payroll and Pensions Manager