

WEST MIDLANDS FIRE AND RESCUE AUTHORITY**PENSION BOARD****2nd November 2023****PENSION SECTION SUPPORTING INFORMATION****1. WEST MIDLANDS FIRE SERVICE FIREFIGHTERS' PENSION SCHEMES MEMBERSHIP AS AT 31st August 2023**

Active Firefighters	1,388
2015 scheme members	1,251
Non-members	137 (9.9%)
Pensioners	2,293
Dependants	432

2. Key Performance Indicators – Quarter ending 31st August 2023 (Previous quarter)**2.1 Estimate requests**

Received during period	33 (36)
Responded to during period	32 (14)
Average response time	49 (31) days
Cases outside target	11 (3)
Performance	65.6 (78.6)%
Indicator Below Target and Falling	

2.2 Divorce proceedings

Received during period	9 (1)
Responded to during period	2 (1)
Average response time	43 days
Cases outside target	1
Performance	50%
Indicator Below Target and Falling (This is due to the pausing of CETV's due to changes to the SCAPE Rate)	

2.3 Basic Scheme Information

Received during period	28 (71)
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Responded to during period	48 (49)
Average response time	22 (3.5) days
Cases outside target	6 (0)
Performance	72.7% (100%)
Indicator Below Target and Falling	

2.4 Transfers – Inter-brigade

Received during period	17 (7)
Responded to during period	1 (0)
Average response time	22 (0) days
Cases outside target	1 (0)
Performance	0 (0%)
Indicator Below Target unchanged	

2.5 Transfers - Other

Received during period	4 (11)
Responded to during period	7 (1)
Average response time	845 (32) days
Cases outside target	6 (0)
Performance	14.3 (100)%

Indicator below target and falling

The majority of these cases were closed on 24th August due to a failure by the member or the previous scheme to provide the required data to progress the case. There have been no cases during the period where a member has completed a transfer. The board are asked to consider providing feedback to the Scheme Manager regarding how this indicator should be measured.

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

As the handling of IDRP cases is a responsibility of the Scheme Manager and the role of the admin team is simply to provide technical advise and background to cases, this section will be removed from future reports. Should the Board require this information they should consider requesting it from the Scheme Manager.

4. **System updates**

4.1 ALTAIR Member self service

Ref. AU/PB/2020/Mar/22502202

We continue to prepare to roll out access to the system to all scheme members both active and retired.

Data is being collected and fed in to the system to enable members to see their accurate position following the publication of the new scheme regulations.

4.2 ORACLE Fusion

We continue to await confirmation that work to deliver Pensioner Payslips should be progressed.

Paul Gwynn
Payroll and Pensions Manager