

WEST MIDLANDS FIRE AND RESCUE AUTHORITY**PENSION BOARD****7th September 2023****PENSION SECTION SUPPORTING INFORMATION****1. WEST MIDLANDS FIRE SERVICE FIREFIGHTERS' PENSION SCHEMES MEMBERSHIP AS AT 31st August 2023**

Active Firefighters	1,374
2015 scheme members	1,230
Non-members	144 (10.48%)
Pensioners	2,221
Dependants	426

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

Received during period	32
Responded to during period	31
Average response time	50 days
Cases outside target	3
Performance	90.3%

2.2 Divorce proceedings

Received during period	10
Responded to during period	1
Average response time	11 days
Cases outside target	0
Performance	100%

2.3 Basic Scheme Information

Received during period	87
Responded to during period	35

Average response time	19 days
Cases outside target	1
Performance	97.14%

2.4 Transfers – Inter-brigade

Received during period	17
Responded to during period	0

2.5 Transfers - Other

Received during period	4
Responded to during period	9
Average response time	845 days
Cases outside target	8
Performance	11.11%

In the above cases the response date is the date when we closed our files on the case. In the cases above that were out of date this is due to the member not responding to correspondence or choosing not to pursue the transfer and not due to inaction on behalf of the pension team.

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

No cases entered the IDRP process during the reporting quarter.

4. **SYSTEMS UPDATE**

4.1 ALTAIR Member Self-service

ALTAIR Member self-service has been used to deliver the 2023 Annual Benefit Statements to all active scheme members in line with the statutory deadline of 31st August 2023.

Access has been extended to deferred members, where an email address is held. We will be extending access to pensioner members with email address in the system during September and then contacting all members without email addresses between October and December.

4.2 ORACLE Fusion

Ref. AU/PB/2023/

The ability of pensioners to access ORACLE without a cost occurring is under discussion with ORACLE's UK management team, as the required functionality is not currently available to UK customers.

The option to deliver the service at a cost exists but the decision to pursue this option rests with the Strategic Enabler for Enabling Services.

The Payroll and Pensions team Work to deliver online payslips to Pensioner members is continuing and it is still intended to deliver this functionality by 31st May 2024.

Paul Gwynn
Payroll and Pensions Manager