WEST MIDLANDS FIRE AND RESCUE AUTHORITY

PENSION BOARD

4 JULY 2023

PENSION SECTION SUPPORTING INFORMATION

1. **WEST MIDLANDS FIRE SERVICE FIREFIGHTERS' PENSION SCHEMES MEMBERSHIP AS AT 31st May 2023**

Active Firefighters	1,388
2015 scheme members	1,216
Non-members	172 (12.4%)
Pensioners	2,281
Dependants	431

2. **Key Performance Indicators – Quarter ending 31st May 2023**

2.1 Estimate requests

Received during period	36
Responded to during period	14
Average response time	31 days
Cases outside target	3
Performance	78.6%

2.2 Divorce proceedings

Received during period	1
Responded to during period	1
Average response time	35 days
Cases outside target	0
Performance	100%

2.3 Basic Scheme Information

Received during period	71
Responded to during period	49
Average response time	3.5 days
Cases outside target	0
Performance	100%

Ref. AU/PB/2023/Jul/12106231

2.4   Transfers – Inter-brigade

Received during period   7
Responded to during period   0

2.5   Transfers - Other

Received during period   11
Responded to during period   1
Average response time   32 days
Cases outside target   0
Performance   100%

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

Access to ALTAIR Member self-service was rolled out to active scheme members from 22nd May 2023. The roll out generated a number of enquiries from members and these are currently being resolved by the team.

The current level of access enables members to view the data held about them and update it as needed. It will also allow them to view their Annual Benefit Statements online.

At this point the benefit estimate tool is only useable by members who are not subject to remedy.

4.2   ORACLE Fusion

The trial proved to be successful and we have a number of pensioners who can access their payslips online. Rolling this option out to the remaining pensioners however will have a financial cost. The exact cost is currently unconfirmed.

ORACLE have indicated that the same result could be achieved if we configure the system in a different way. This

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would require us to set up all of our current pensioners on the system from scratch again and rebuild our payroll environment. There will be a cost associated with this work and also a risk regarding reporting to HMRC. To minimise the risk and to build in enough time to undertake the rebuild any changes will not take place before 31st March 2024.

Paul Gwynn
Payroll and Pensions Manager

Ref. AU/PB/2023/Jul/12106231