

**DEVON & SOMERSET FIRE & RESCUE AUTHORITY**

**LOCAL PENSIONS BOARD**

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| <b>DATE OF MEETING</b>   | <b>9 September 2020</b>  |
| <b>SUBJECT OF REPORT</b> | <b>POTENTIAL KEY PERFORMANCE INDICATORS FOR THE SERVICE AND BOARD</b>  |
| <b>REPORT AUTHOR</b>     | Human Resources Reward & Benefit Manager   |
| <b>EXECUTIVE SUMMARY</b> | <p>The Board Action Log referred to elsewhere on the agenda for this meeting contains an action to consider and develop Key Performance Indicators (KPIs) for both the Scheme Manager and the Board.</p> <p>This paper now sets out, for discussion, some initial thoughts for KPIs.</p> |
| <b>APPENDICES</b>        | A. Graphs and Data Tables produced using figures reported in the WYPF monthly pension update reports.  |

- 1.1. Below are some ideas for key performance indicators (KPIs) for discussion in relation to measuring the effectiveness of Devon & Somerset Fire & Rescue Service (the Service) administration of the firefighters' pensions schemes.
- 1.2. With the exception of (a), more consideration would be needed specifically around the timeframe and whether/how the data needed to measure performance as per the KPIs could be captured:
  - (a). Submission of monthly pension reporting to WYPF by the last day of the month;
  - (b). Something around the ill-health retirement process and timescales;
  - (c). Something about estimates and the timeframe from the request being made by the staff member to WYPF having all of the necessary information to process it;
  - (d). Something about the number of follow up queries made of the Service by WYPF following submission of requests to them;
  - (e). Notifications of retirement and timeframes on this (e.g., for a WT staff member, the Service should notify WYPF at least 6-weeks before retirement). On-call is more problematic as the Service does not have visibility of the data WYPF require until the month the person has left.
- 1.3. When the Board has agreed relevant and appropriate KPIs, the intention would be to develop a "dashboard" to facilitate ease of monitoring. This could then be reported to each subsequent Board meeting. For illustrative purposes, the data and associated charts appended to this report are extrapolated from data included in the WYPF monthly reports.

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**HR Reward and Benefits Manager**