

DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	9 December 2020
SUBJECT OF REPORT	UPDATE ON POTENTIAL KEY PERFORMANCE INDICATORS FOR THE SERVICE AND BOARD
REPORT AUTHOR	Human Resources Reward & Benefit Manager
EXECUTIVE SUMMARY	<p>At the last meeting, some potential Key Performance Indicators (KPIs) for both the Scheme Manager and the Board were outlined.</p> <p>This paper provides an update on this work.</p>

1.1. The potential key performance indicators (KPIs) below, aimed at measuring the effectiveness of Devon & Somerset Fire & Rescue Service (the Service) administration of the firefighters' pension schemes, were set out at the last meeting.

1.2. Below is a progress update regarding the proposed KPI's (a) and (b). Work is ongoing with regard to (c), (d) and (e):

(a). Submission of monthly pension reporting to WYPF by the last day of the month;

This KPI is set up and has been achieved for each of the 3 months August–October 2020 inclusive.

Month	Target date	Submission date
Aug-20	30-Sep-20	18-Sep-20
Sep-20	31-Oct-20	27-Oct-20
Oct-20	30-Nov-20	10-Nov-20

(b). Something around the ill-health retirement process and timescales;

The process for ill health early retirement cases involves multiple external stakeholders, e.g., occupational health, the IQMP and, sometimes other medical professionals. A review of SLA's with these stakeholders is underway to determine appropriate timelines for KPI's

A KPI of 3 weeks is proposed for submission of ill health early retirement forms to Occupational Health.

(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.

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