

DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	23 June 2021
SUBJECT OF REPORT	UPDATE ON KEY PERFORMANCE INDICATORS FOR THE SERVICE AND BOARD
REPORT AUTHOR	Human Resources Reward & Benefit Manager
EXECUTIVE SUMMARY	This paper provides an update on the Key Performance Indicators (KPI's) for the Scheme Manager and the Board.

1.1. Below is a progress report on the established KPIs.

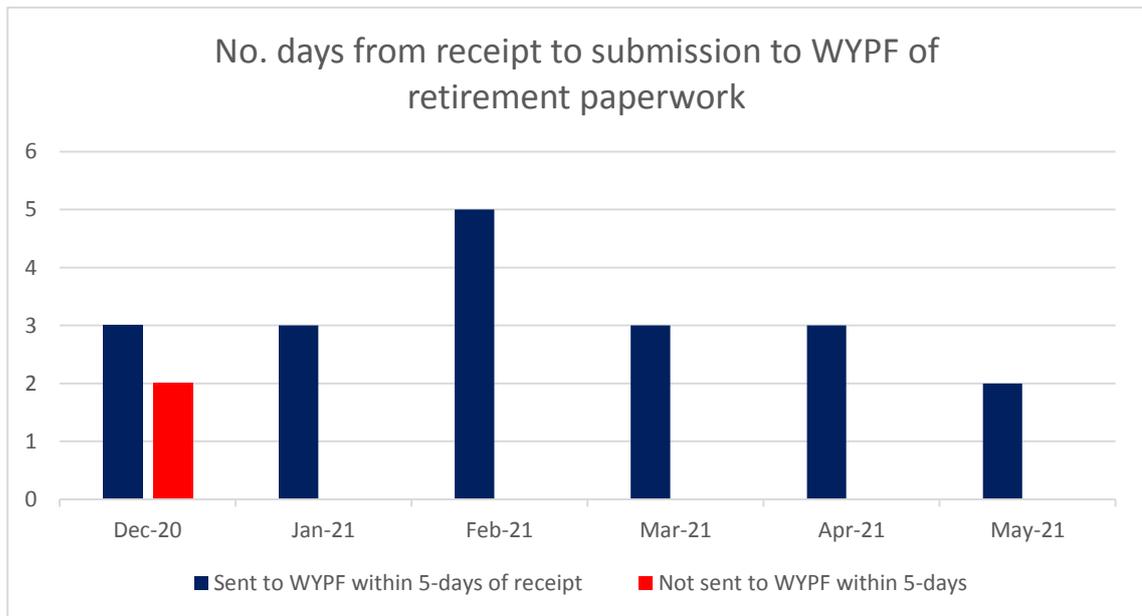
(a) **Submission of monthly pension reporting to WYPF by the last day of the month:**

For 8 out of the 9 months that this has been measured, we have achieved this KPI, as detailed below.

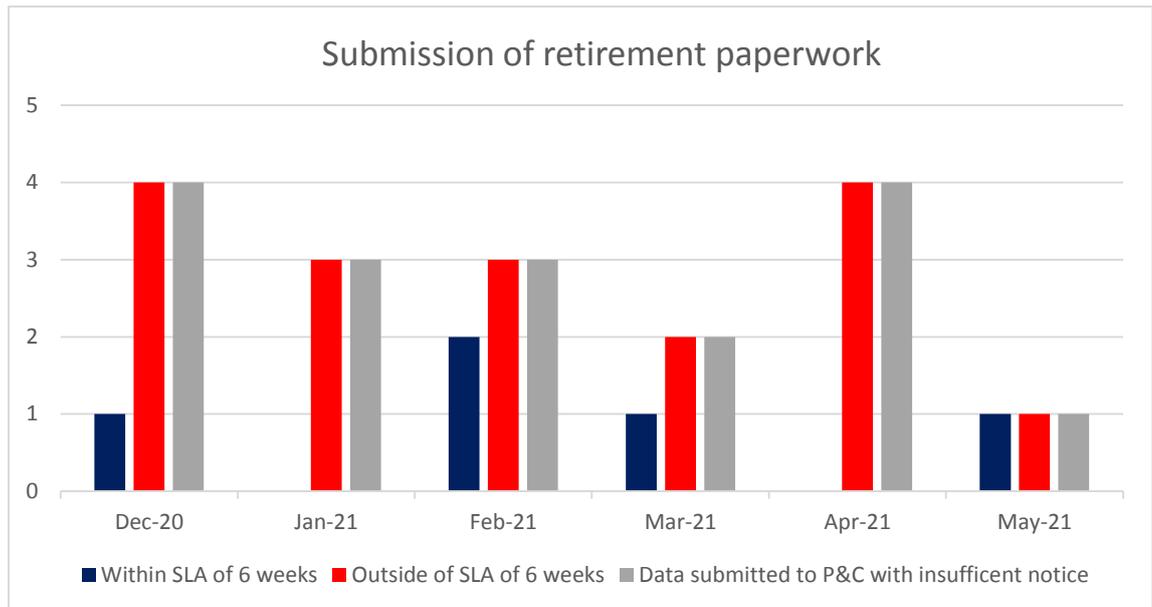
Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
18-Sep-20	27-Oct-20	10-Nov-20	23-Dec-20	20-Jan-21	19-Feb-21	26-Mar-21	13-May-21	28-May-21

The March reporting is the year end reporting. As there is additional work associated with this, and it is due for submission during a period when there are other significant deadlines around year end and other reporting, going forward the SLA for the March year end reporting will be extended to the middle of the following month (allowing 6-7 weeks instead of the normal 4-5 weeks of the data becoming available).

(b) **Notifications of normal retirement and timeframes for submission**



During the period since the last report, the Pay & Conditions team have continued to submit notifications of normal retirement to WYPF within the SLA of 5-days of receipt.



Of the 22 normal retirements since the start of December 2020, 17 have not been submitted to Pay & Conditions in sufficient time for the team to meet the timeline requested by WYPF (of 6-weeks before the individuals' retirement date).

As reported previously, we have issued a communication requesting at least 6-weeks' notice from those wishing to retire normally from the Service. This messaging will be repeated regularly as a reminder.

1.2. Work is ongoing with regard to the proposed KPI around the ill-health retirement process and timescales. We are currently working with the HR Operations team to review the process for ill health early retirement to identify appropriate timelines for KPIs.

1.3. There were two further proposed KPIs covering the following:

- (a) The timeframe for estimates to be processed: from the request being made by the staff member to WYPF having all of the necessary information to process each one;
- (b) Quality of data: the number of follow up queries needed by WYPF following initial submission of the request for an estimate/quote.

Having examined potential methods of capturing the information required to measure performance for these items, and the resulting increase in administration, it is proposed that these are measured quarterly by way of 360 degree feedback from WYPF.

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