

**Hampshire Fire and Rescue Authority**

**Fire Pension Board**

**Item 6**

**8 January 2016**

**Pensions Services Performance Report**

**Report by Head of Finance**

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**1 Summary**

- 1.1 This report is the first of a regular series of reports that looks at the performance of Pension Services within Hampshire County in administering the Firefighters Pension Scheme (FFPS) during 2015/16.

**2 Recommendations**

- 2.1 That the performance of Pension Services in administering the FFPS is noted.
- 2.2 That the Board considers any additional information that they would like to see included in future reports, where this is easily provided.

**3 Introduction and background**

- 3.1 The three key areas that Pension Boards should scrutinise were identified by the Pensions Regulator as :

- Administration
- Governance
- Communication

- 3.2 The purpose of this report is to examine the performance of Hampshire Pension Services (HPS) in administering the FFPS during the 2015/16 financial year, albeit that some levels of performance are influenced by the provision of information by the 'employer' which for all intents and purposes is the shared services team based at Hampshire County Council.

**4. Performance Report**

- 4.1 The performance report from HPS is attached at Appendix 1. It is worth putting this performance in the context of the following issues that will have affected matters during 2015/16 :

- Pension Services implemented a new pensions system in November 2014, moving from Heywoods to Civica at that time, therefore this year end was the first year end with the new system.

- The new LGPS scheme for Career Average Revalued Earnings (CARE) was introduced in April 2014, this was therefore the first year that Annual Pension Statements had to deal with this issue for LGPS.
- New CARE pension schemes for Police and Fire were implemented from April 2015, much of the software for which was not written for the new system until late 2015.
- This was the first year that year end pension information was provided by the Shared Services team for Police and Fire

4.2 Some of the key points to highlight from the performance report are :

- Performance remains strong in this financial year, with only one estimate being provided outside of the service standards
- HPS have maintained their Customer Service Excellence award, although there were some partial compliance issues, mainly associated with the one missed estimate.
- Annual Benefit Statements were sent out before the statutory deadline, but these were affected by late information from the Integrated Business Centre (IBC).
- Similarly, data that was due to be sent to the Government Actuaries Department (GAD) was also several months late due to the late receipt of data from the IBC.

## **5 Conclusion**

- 5.1 2015/16 has been a challenging year for HPS given the change in systems and the fact that generally, performance dips after implementing a major system change such as this. This has been exacerbated by difficulties in the provision of information from the 'employer' in respect of Fire staff, however, Pension Services have still managed to deliver against most of their service standards and deadlines despite these difficulties.
- 5.2 Further challenges are expected next year in the form of auto enrolment and the first year of CARE annual benefit statements for Police and Fire.