

London Fire and Emergency Planning Authority

Monthly Report

November 2017

Confidential

CMS006FB v2.0



Workflow and Performance - 01/11/2017 to 30/11/2017

1. 'Top' Case Types Report

These are the main day to day member related cases measured under the Service Level Agreement.

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
KPI PA 1									
FB01	Admission	0	1	1	1	100.00	0	0	0
FB01b	Admissions (Automatic Enrolment)	0	0	0	0	100.00	0	0	0
FB01o	Opt-In	0	0	0	0	100.00	0	0	0
FB01q	Interface Joiner Query	0	0	0	0	100.00	0	0	0
FB01w	Online joiner form	0	13	13	13	100.00	0	1	1
FB02a	IFA in (actual)	4	0	1	1	100.00	3	0	18
FB02e	IFA in (estimate)	9	0	0	0	100.00	9	0	0
FB03a	Other TV in (actual)	4	3	0	0	100.00	7	0	0
FB03e	Other TV in (estimate)	15	8	2	2	100.00	21	5	25
FB07	Change of hours	0	0	0	0	100.00	0	0	0
FB07e	Change Of Hours	0	0	0	0	100.00	0	0	0
FB11q	Interface Deferred Benefits Query	0	0	0	0	100.00	0	0	0
FB17	Opt outs	1	8	7	7	100.00	2	4	4
FB17d	Opt Out (3mths or more)	0	0	0	0	100.00	0	0	0
FB17r	Opt Out (less than 3 mths)	0	0	0	0	100.00	0	0	0
FB17W	Opt outs (Online Forms)	0	4	4	4	100.00	0	1	1
FB84	2015 transition member	0	0	0	0	100.00	0	0	0
FB13w	Death in service (Online Forms)	0	0	0	0	100.00	0	0	0
FB16w	Refunds (Online Forms)	0	0	0	0	100.00	0	0	0
FB08	Estimates - individual	10	80	83	83	100.00	7	2	2
FB09a	IFA out (actual)	2	4	1	1	100.00	5	12	12
FB09e	IFA out (estimate)	7	13	5	5	100.00	15	42	66
FB10a	Other TV out (actual)	1	0	1	1	100.00	0	0	66
FB10e	Other TV out (estimate)	0	0	0	0	100.00	0	0	0
FB11	Deferred Benefits	1	2	0	0	100.00	3	0	0
FB11w	Deferred Benefits	0	2	2	2	100.00	0	6	6

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
FB12	DBs into payment	8	1	0	0	100.00	9	0	0
FB13	Death in service	1	0	0	0	100.00	1	0	0
FB14	Retirements (immediate)	19	17	25	25	100.00	11	10	18
FB16	Refunds	0	0	0	0	100.00	0	0	0
FB20	Death on pension	88	15	13	13	100.00	90	26	86

KPI PA 4

FB24	Correspondence (customer)	19	63	64	64	100.00	18	3	4
FB34a	Divorce TVs and earmarking (actual)	10	1	1	1	100.00	10	25	105
FB34e	Divorce TVs and earmarking (estimate)	1	6	6	6	100.00	1	6	9

KPI PA 2

FB50	Complaints	0	0	0	0	100.00	0	0	0
FB51	IDRP and Ombudsman	0	0	0	0	100.00	0	0	0
FB90	Compliments	0	0	0	0	100.00	0	0	0

KPI PA 2**2. Complaints and IDRP Cases**

None

KPI PA 2**3. Compliments**

None

4. 'Top' Cases not on time

None

5. Life Certificates**6. Annual Benefit Statements**

Annual Benefits have been sent out

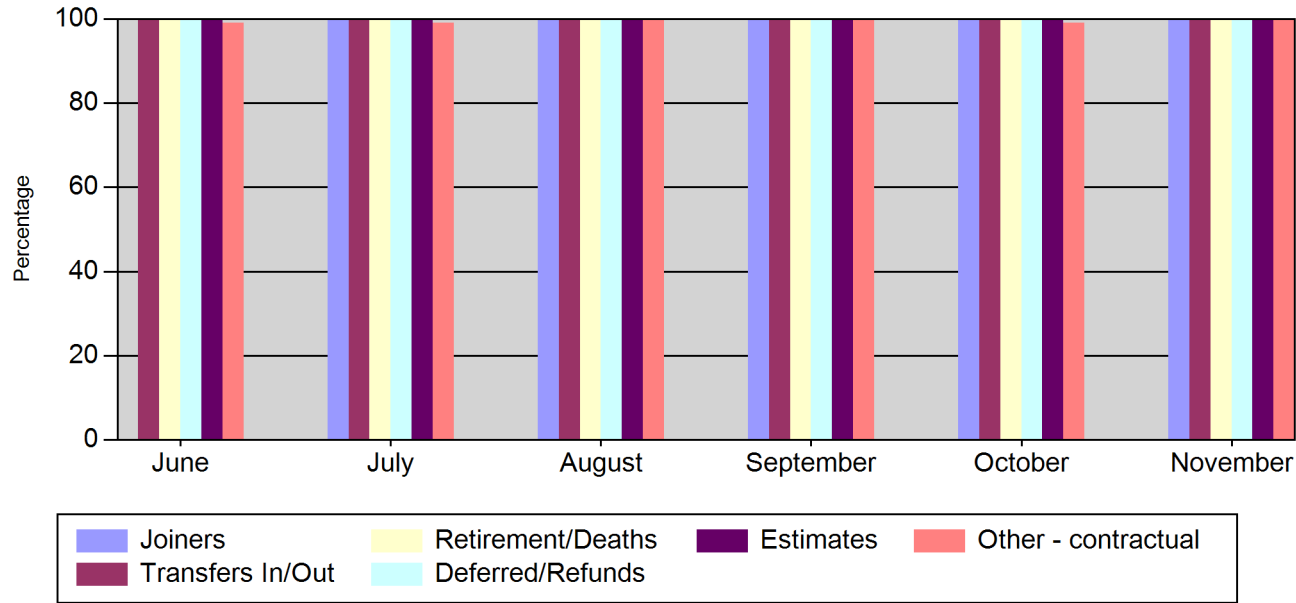
7. Cases completed summary

This is a grouped summary of all cases processed this month.

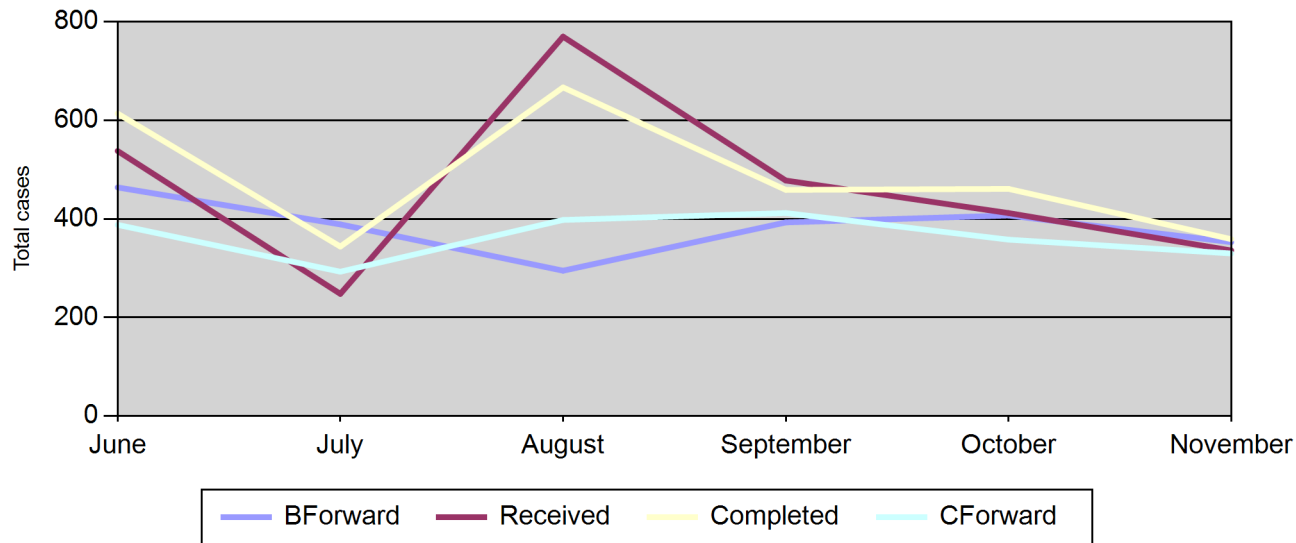
These figures include other lower profile cases included in the Service Level Agreement such as changes of hours, benefit revisions, GMP or DSS correspondence for example. These figures can be broken down or expanded upon request.

Description	B/fwd	Rec'd	Complete	On Time	% OT	C/fwd	Average Completed Time	Average Elapsed Time
Joiners	0	14	14	14	100.00	0	0	0
Transfers In/Out	42	28	10	10	100.00	60	5	15
Retirement/Deaths	120	58	63	63	100.00	115	2	7
Deferred/Refunds	1	4	2	2	100.00	3	1	1
Estimates	12	87	90	90	100.00	9	1	2
Other - contractual	178	145	180	180	100.00	143	5	11
Total	353	336	359	359		330		

Percentage of cases on time



Workload History



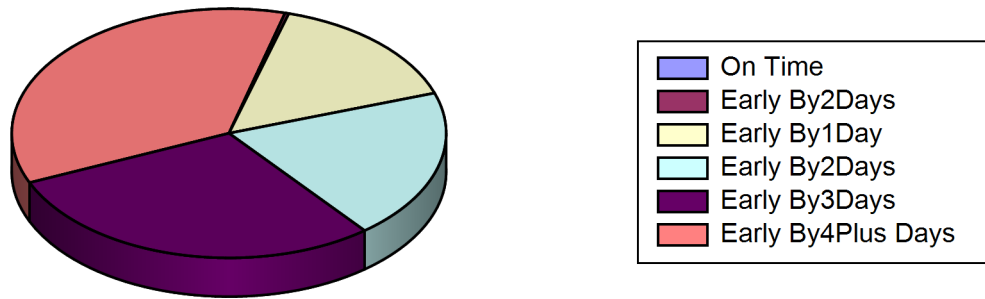
8. Cases completed Early

01/11/2017 30/11/2017

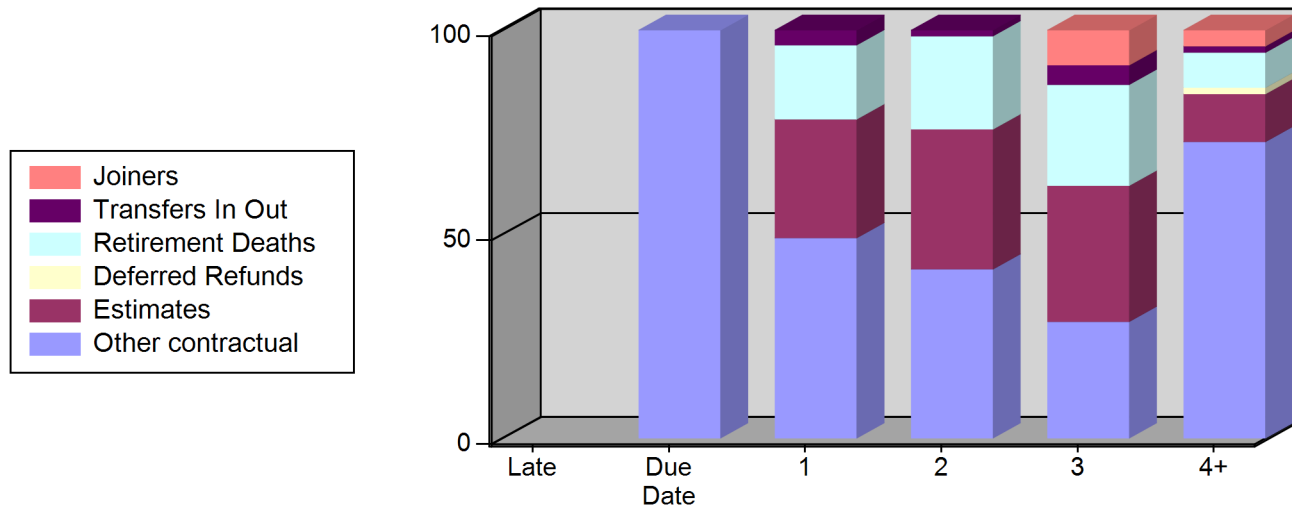
Of the 359 cases completed on time, 358 were completed early as detailed in the table below.

Description	1 Day Early	2 Days Early	3 Days Early	4+ Plus Days Early
Joiners	0	0	9	5
Transfers In/Out	2	1	5	2
Retirement/Deaths	10	16	26	11
Deferred/Refunds	0	0	0	2
Estimates	16	24	35	15
Other - contractual	27	29	30	93
	55	70	105	128

Cases completed



Cases completed



9. Membership Statistics

These are the total status types for each employer updated on Altair on the last day of the relevant month and are not to be used for actuarial purposes.

Nov-17	Scheme	Actives	Deferred	Pensioners	Dependent
	1992	1106	766	7422	1263
	2006	13	376	9	5
	2015	3026	192	7	3
	Total	4145	1334	7438	1271