

## Fire Services Shared Service

### 1.0 Scheme Information

1.1 Membership numbers in the Fire Schemes are as follows:

Fire Authority	Actives	Deferred	Pensioner	Undecided	Frozen Refund
West Yorkshire	979	303	2,423	2	4
South Yorkshire	593	147	1323	0	0
North Yorkshire	619	400	614	0	0
Humberside	700	279	1,066	0	0
Lincolnshire	578	632	364	0	0
Royal Berkshire	407	219	508	2	0
Bucks and Milton Keynes	354	352	487	1	5
Devon and Somerset	1,571	1039	1,433	3	0
Dorset and Wiltshire	957	647	934	0	0
Tyne and Wear	538	119	1,422	0	0
Northumberland	247	213	378	0	0
Norfolk	655	299	562	0	0
Staffordshire	574	645	789	0	0
Hereford and Worcester	573	348	527	0	0
Durham and Darlington	449	229	616	1	0
East Sussex Fire	554	368	654	4	0
Derbyshire Fire	601	365	713	13	0
Leicestershire Fire	512	320	627	13	0
Nottinghamshire Fire	612	392	844	7	0

*\*Undecided is someone who has left their employment but is **undecided** as to the action that they now want to take with regard to their pension benefits.*

### 2.0 Member Contact

Over the quarter July to September we received no online customer response.

Over the quarter July to September **67** Fire member's sample survey letters were sent out and **20 (29.9%)** returned:

Overall Customer Satisfaction Score;

July to September 2019	October to December 2019	January to March 2020	April to June 2020	July to September 2020
87.9%	85.6%	87.2%	89.7%	77.5%

Appendix C – Customer survey results.

### 3.0 Annual Benefit Statements

- 3.1 100% of ABS's were issued for all the Fire Authorities by 31 August, except for East Sussex, for whom we had not received a year end return. These were issued by 30 November 2020.
- 3.2 GAD Valuation extracts for each of the Fire schemes were successfully completed and sent to GAD.

### Appendices

These are listed below and attached at the back of the report	
Appendix C	Customer survey results