

Local Government Pension Scheme statistics enquires & investigations



**Pensions
Ombudsman
Service**

Year	2014	2015	2016/17
Investigations accepted	114	79	100
Investigations closed	77	102	98
Enquiries	89	129	*

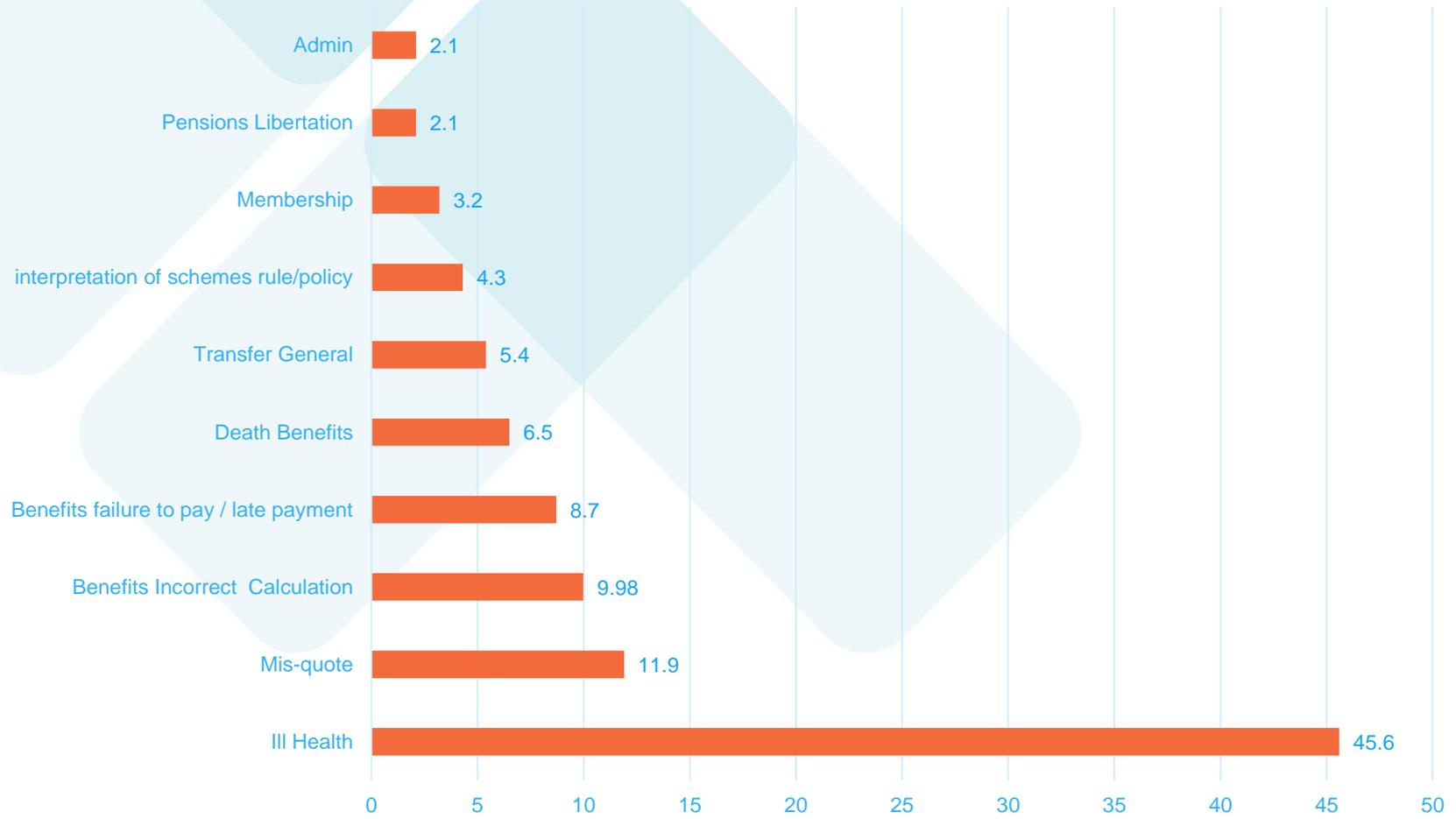
Outcome "Formal" Determined Investigations	2016/2017
Upheld	12.82% (5)
Partially upheld	17.95% (7)
Not upheld	69.25% (27)
Total	39 (39.8% total closures)

Outcome "informal" resolutions	2016/17
Opinion accepted	34.7% (34)
Resolution	25.5% (25)
Total	59 (60.2% total closures)

LGPS Complaint Types



Pensions
Ombudsman
Service



Firefighters Pension Scheme statistics (investigations)



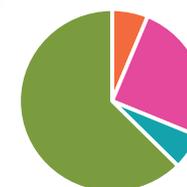
Pensions
Ombudsman
Service

Year	2014	2015	2016/17	01.04. 017 31.07.2017
Investigations accepted	15	13	16	9
Investigations closed	N/A	18	11	5

Outcome "Formal" Determined Investigations	2016/2017	01.04.2017- 31.07.2017
Upheld	4	-
Partially upheld	1	-
Not upheld	5	-
Total	10	-

Outcomes "informal" resolutions	2016/17	01.04.2017- 31.07.2017
Opinion accepted	1	-
Resolution	4	-
Withdrawn	1	-
Total	6	-

2016/17

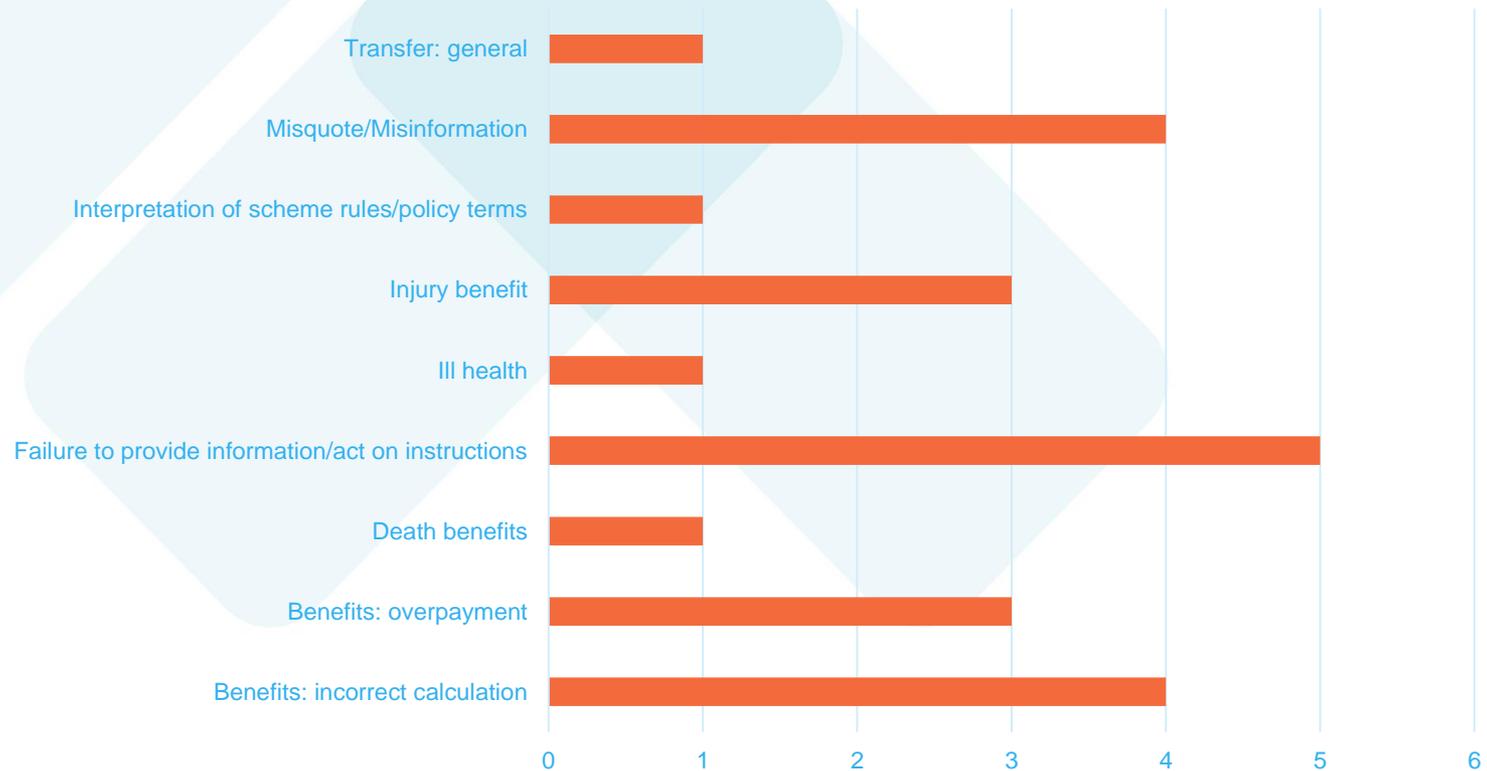


Opinion accepted Resolution Withdrawn Determined



Pensions
Ombudsman
Service

Firefighters Pension Scheme complaint types



Police Pension Schemes, enquiries investigations & outcomes



**Pensions
Ombudsman
Service**

Year	2014	2015	2016	2016/17
Investigations accepted	10	8	2	11
Investigations closed	9	8	14	9
Enquiries	55	113	-	18

Outcome Determined Investigations	2016/2017	2017 to date
Upheld	25% (2)	28.57% (2)
Partially upheld	12.5% (1)	14.29% (1)
Not upheld	62.5% (5)	57.14% (4)
Formal resolution	42.1% (8)	77.8% (9)
Informal resolution	57.9% (11)	22.2 % (2)

Police Pensions outcomes closed investigations



Pensions
Ombudsman
Service

Type informal resolutions	2016/17
Opinion accepted	36.8%
Resolution	15.8%
Withdrawn	5.5%

Investigation topic	2016/17
Ill Health	21% (4)
Injury Benefit	21% (4)
Mis quote/Mis information	21% (4)
Transfer general	10% (2)
Benefit Income	10% (2)

Teachers Pension Scheme, enquiries investigations & outcomes



Pensions
Ombudsman
Service

Year	2014	2015	2016	2016/17	YTD
Investigations accepted	71	62	64	49	22
Investigations closed	50	70	66	61	*
Enquiries	16	15	18	26	8

Outcome Determined Investigations	2016/2017	
Upheld	9.09 %	(1)
Partially upheld	27.7 %	(3)
Not upheld	63.6 %	(7)
Formal resolution	22.91%	(11)
Informal resolution	77.09%	(27)

Teachers Pension Schemes outcomes closed investigations



Pensions
Ombudsman
Service

Type informal resolutions	2016/17
Opinion accepted	7
Resolution	17
Withdrawn	1

Investigation topic top five topics	2016/17
Benefits overpayments	32.65% (16)
Membership	14.29% (7)
Transfer general	8.16% (4)
Failure to perform instructions	6.12% (3)
Death Benefits	6.12% (3)