

**MINUTES** of the meeting of the **SURREY LOCAL PENSION BOARD** held at 10.00 am on 11 November 2021 at Woodhatch Place, 11 Cockshot Hill, Reigate RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Friday, 18 February 2022.

(\* present)

**Elected Members:**

- \* Tim Evans (Chairman)
- \* Siobhan Kennedy  
David Lewis (Vice-Chairman)
- \* William McKee  
Fiona Skene
- \* Jeremy Webster
- \* Trevor Willington

**In attendance**

Nick Harrison, Chairman of Surrey Pension Fund Committee

**42/20 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

There were apologies for absence from Fiona Skene and David Lewis. There was an apology from Jeremy Webster for lateness. Siobhan Kennedy joined the meeting remotely.

**43/20 MINUTES FROM THE PREVIOUS MEETING: [Item 2]**

The minutes were agreed as an accurate record of the meeting.

**44/20 DECLARATIONS OF INTEREST [Item 3]**

There were none.

**45/20 QUESTIONS AND PETITIONS [Item 4]**

There were none.

**46/20 FORWARD PLAN AND ACTION TRACKER [Item 5]**

**Speakers:**

Neil Mason, Strategic Finance Manager (Pensions)

**Key points raised in the discussion:**

1. The Board noted the Forward Plan and had no further comments on it.
2. The Board reports from officers that the tracker needed to be updated further and it was suggested that target dates should be included in the tracker.

**Actions/further information to be provided:**

That the tracker be updated and submitted at the next meeting.

**Recommendations:**

The Board noted the forward plan.

**47/20 SUMMARY OF THE PENSION FUND COMMITTEE MEETING OF 10 SEPTEMBER 2021 [Item 6]****Speakers:**

Nick Harrison, Chairman, Surrey Pension Fund Committee

Tim Evans, Chairman, Surrey Local Pension Board

**Key points raised in the discussion:**

1. The Chairman of the Board highlighted various elements of the work undertaken by Committee as stated in the submitted report. He informed the Chairman of the Committee, and wished it registered, that the Board were in support of the work being done by the Committee on investments.

**Actions/further information to be provided:**

None.

**Recommendations:**

The Board noted the report.

**48/20 TURNAROUND PROGRAMME UPDATE [Item 7]****Speakers:**

Neil Mason, Strategic Finance Manager (Pensions)

**Key points raised in the discussion:**

1. The Strategic Finance Manager introduced the submitted report and highlighted:
  - Phase 1 –completed migration of fire service; other migrations were on track.
  - Phase 2 – establishment of integration of one pension team was on track. In process of recruiting to the Head roles.
  - A process review was being undertaken
  - the turnaround programme was on track and milestones were being reached with no risk or concerns.
  - Trade unions had been consulted throughout the consultation process.
2. In response to a Member query regarding marketing the Strategic Finance Manager explained that the new vision was being marketed and promoted to attract a diverse set of candidates to take on the new roles advertised in the new structure.
3. In response to a Member query regarding whether there was a Gant chart to show the planned, versus actioned activities, the Strategic Finance Manager stated that he would share the timeline with Members. He stated that a report was going to the Audit & Governance Committee that gave a bit more detail around the timelines and he would share this with the Board as well.
4. The Strategic Finance Manager paid tribute to the whole team of staff.

**Actions/further information to be provided:**

That the Strategic Finance Manager share the timeline, and report going to Audit & Governance Committee, with Members.

**Recommendations:**

The Board noted the report.

**49/20 ADMINISTRATION PERFORMANCE REPORT AND UPDATE - 1 JULY TO 30 SEPTEMBER 2021 [Item 8]****Speakers:**

Clare Chambers, Acting Head of Administration  
Neil Mason, Strategic Finance Manager (Pensions)  
Tom Lewis,

**Key points raised in the discussion:**

1. The Acting Head of Administration highlighted several areas of the report including:
  - Fewer cases had been received and more had been completed, therefore the backlog had reduced
  - There had been an improvement on death cases
  - There were no breaches to report
  - Annual Benefit Statements were all sent out on time
  - A new employer website had been developed and was now live
  - The legacy removal work with Mercer was now completed
  - GMP reconciliation had moved on and the communication to members had been put together by Mercer
  - The McCloud project – 74 responses from providers had been received and another 53 responses were awaited. Once all the data had been received they would look at how to take forward. If all providers do not respond then the Acting Head of Administration would look to national guidance on how to take this forward.
2. In response to a Member query on whether there were any trends to the complaints received the Acting Head of Administration reported that the complaints received covered a broad spectrum of areas but none markedly more than others. The Strategic Finance Manager (Pensions) offered to provide an explanation of how complaints were categorised and defined to the next meeting.
3. A Member asked that where a complaint was upheld it would be useful to know if there was any action needed to prevent it happening again. The Acting Head of Administration agreed and explained that complaints were regularly monitored and whether there was any need to changes systems or processes.
4. A Member asked about whether the helpdesk information included non-response to telephone calls as this had been a problem highlighted previously. He also asked what the percentage of responses was to email enquiries against the service level agreement of three days. The Acting Head of Administration explained that the service desk did not sit under the administration team but could request the information if needed. The Strategic Finance Manager (Pensions) stated that the Programme Team were considering helpdesk activities and whether they should remain as is or sit within the Pensions Team.
5. A Member stated that it was coming up to the time when pension increases would be coming through and sought assurance that the amount

of increase would be included in the letters sent out. The Acting Head of Administration gave that assurance.

6. The Board requested that regular reports from the helpdesk be included on future agendas. The Strategic Finance Manager (Pensions) stated that this would be part of the programme update report.

**Actions/further information to be provided:**

The Strategic Finance Manager (Pensions) to provide an explanation of how complaints were categorised and defined to the next meeting.

**Recommendations:**

The Board noted the report.

*Jeremy Webster arrived at 10.30am at the start of the debate on this item.*

*At 11am the Committee held a two minute silence for Armistice Day.*

**50/20 VALUATION 2022 [Item 9]**

**Speakers:**

Tim Evans, Chairman

Neil Mason, Strategic Finance Manager (Pensions)

**Key points raised in the discussion:**

1. The Chairman introduced this report which he stated he was happy with.
2. A Member asked whether climate risk would be addressed as a risk, rather than as an add-on to the valuation. The Strategic Finance Manager (Pensions) explained the work of the Pension Fund Committee with regards to the Responsible Investment Policy and how this would fit in with discussions with the actuary around risk parameters.

**Actions/further information to be provided:**

None.

**Recommendations:**

The Board noted the report.

**51/20 COMPLIANCE WITH THE PENSION REGULATOR'S CODE OF PRACTICE NO. 14 [Item 10]**

**Speakers:**

Neil Mason, Strategic Finance Manager (Pensions)

**Key points raised in the discussion:**

1. The Strategic Finance Manager (Pensions) introduced the report and stated that the Regulator was in the process of reviewing its Code, and whether there should be a combined Code was still under consultation.
2. There was much discussion around the difficulty of several Members attending training dates as there was no choice on many dates given.
3. The Strategic Finance Manager (Pensions) stated that he would update the Board on the Toolkit which was the required minimum for Members of the Board. He also urged the Board to attend the Investment Strategy training on 10 December and the Pension Fund Committee AGM on 19 November.

4. One Member stated that training sessions could be recorded if requested, as she had done in the past.

**Actions/further information to be provided:**

None.

**Recommendations:**

The Board noted the report.

**52/20 DRAFT ANNUAL REPORT & STATEMENT OF ACCOUNTS [Item 11]**

**Speakers:**

Ayaz Malik, Senior Pensions Finance Specialist

**Key points raised in the discussion:**

1. The Senior Pensions Finance Specialist presented the draft Annual Report and accounts. He explained that the accounts were in the process of being audited and the auditing was expected to finish soon. The accounts were due to be presented to the Audit and Governance Committee on 29 November 2021.
2. The Board thanked the Senior Pensions Finance Specialist for the work put into this document.

**Actions/further information to be provided:**

None.

**Recommendations:**

The Board noted the report.

**53/20 RISK REGISTERS 2021/22 - QUARTER 2 [Item 12]**

**Speakers:**

Neil Mason, Strategic Finance Manager (Pensions)  
Ayaz Malik, Senior Pensions Finance Specialist

**Key points raised in the discussion:**

1. The Strategic Finance Manager (Pensions) presented a revised version of the cover report (revised report attached as Annex A) – paragraphs 13 and 14 of the revised report included the revisions. He highlighted the proposed changes to the risk register which was now in the ownership of the new integrated team.
2. The Senior Pensions Finance Specialist highlighted the tracked changes in the register and the new risks added as well as those removed.
3. Risk A24 should read ‘failure to maintain’ rather than ‘failure to implement’.
4. A Member stated that the register was an improvement and there was still scope for modifying the risks in order to focus on what was important.

**Actions/further information to be provided:**

None.

**Recommendations:**

The Board agreed the changes to the register and noted the report.

**54/20 DATE OF THE NEXT MEETING [Item 13]**

The Board noted that the next meeting would be held on 18 February 2022.

Meeting ended at: 11.20 am

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**Chairman**

## SURREY COUNTY COUNCIL

## LOCAL PENSION BOARD



DATE: 11 NOVEMBER 2021

LEAD OFFICER: ANNA D'ALESSANDRO, DIRECTOR OF FINANCE,  
CORPORATE AND COMMERCIAL

SUBJECT: Risk Registers 2021/22 Quarter 2

**SUMMARY OF ISSUE:**

1. This report considers changes to Fund and Administration risk registers in quarter 2.

**RECOMMENDATIONS:**

The Board is recommended to:

2. **Note** the content of this report and the Fund Risk Register (shown as Annex 1) and the Administration Risk Register (shown as Annex 2).
3. **Make** recommendations to the Pension Fund Committee (Committee) if required.

**REASON FOR RECOMMENDATIONS:**

4. The Public Sector Pensions Act 2013 requires Local Pension Boards to assist the Scheme Manager in securing compliance with the Local Government Pension Scheme (LGPS) Regulations and requirements imposed by the Pensions Regulator. This report provides the Board with insight into the activities of the Surrey pension function and furthers the successful collaboration of the Committee and Board in managing risk and compliance and promoting effective governance.

**DETAILS:****Background**

5. A quarterly assessment of the Pension Fund and Pensions Administration risk registers will give the Board the opportunity to influence and drive the risk management process during 2021/22.
6. In a meeting of 9 February 2018, the Committee determined that future risk registers be initially reviewed by the Board and contained within the quarterly Board Report to the Committee.

**The Risk Management Process**

7. The risk management policy of the Surrey Pension Fund is to adopt best practice in the identification, evaluation and control of risks in order to ensure that the risks are recognised, and then either eliminated or reduced to a

manageable level. If neither of these options is possible, then means to mitigate the implications of the risks should be established.

8. Each of the risk areas in each register has been assessed in terms of its impact on the Fund as a whole, on the fund employers, and on the reputation of the Pension Fund Committee and Surrey County Council as the administering authority. Assessment has also been given as to the likelihood of the risk.
9. Each of the three areas of impact identified above is assessed on a scale of one to four, with four implying the highest level of impact. The likelihood of the risk description (between one and five) is then applied to the combined impact score, which produces an overall risk score. Depending on the score, the risks are then identified as Red, Amber or Green.
10. To comply with best practice, a scoring process has been implemented, which will reassess the risk scores after the mitigating action is taken to control and reduce the risks. The risk register includes a revised impact score and net risk score as a result of those mitigating actions.
11. Within the residual red risks, cost ranges are provided on the implications where possible.
12. In a meeting of 9 February 2018, the Pension Fund Committee requested that the Board add to their forward plan consideration of how the risks are measured and whether the weighting is appropriate.

### **Changes to existing risks in the Risk Register**

13. The Fund and Administration risk registers have been updated to reflect members' comments from previous board meeting, all changes have been tracked. The following risks have been updated.
  - Risks F9,F11 and F21 in Annexe 1.
  - Risks A2,A3,A4,A5,A7,A10,A12,A13,A14,A18,A19 and A23 in Annexe 2.

### **Risks Removed**

14. The Local Pensions Board should recommend to the Pension Fund Committee, the removal of the following risk:
  - Lack of guidance and process notes leads to inefficiency and errors as risk A6, with total risk of 27 (Amber) and net risk of 18 (Amber) in Annexe 2. As it is similar to risk A2.
  - Failure to get on top of the backlog leads to resource issues and management distractions as risk A11, with total risk of 44 (Red) and net risk of 32 (Red) in Annexe 2. As it is similar to risk A23.
  - Head of Pension Administration leaving the Council as risk A20, with total risk of 27 (Amber) and net risk of 18 (Amber) in Annexe 2.



- Moving out of County Hall as risk A22, with total risk of 27 (Amber) and net risk of 16 (Amber) in Annexe 2.

#### **New risks**

15. The Local Pensions Board should recommend to the Pension Fund Committee, the addition of the following risk:

- Failure to implement proper cyber security policies as Risk A24, with total risk of 22 (Amber) and net risk of 16 (Amber) in Annexe 2.

#### **CONSULTATION:**

16. The Chairman of the Local Pension Board has been consulted on this report.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

17. Any relevant risk related implications have been considered and are contained within the report.

#### **FINANCIAL AND VALUE FOR MONEY IMPLICATIONS**

18. Any relevant financial and value for money implications have been considered and are contained within the report.

#### **DIRECTOR OF CORPORATE FINANCE COMMENTARY**

19. The Director of Finance, Corporate and Commercial is satisfied that all material, financial and business issues and possibility of risks have been considered and addressed.

#### **LEGAL IMPLICATIONS – MONITORING OFFICER**

20. There are no legal implications or legislative requirements.

#### **EQUALITIES AND DIVERSITY**

21. There are no equality or diversity issues.

#### **OTHER IMPLICATIONS**

22. There are no other implications.

#### **WHAT HAPPENS NEXT**

23. The risk registers will be presented to Pension Fund Committee on 10<sup>th</sup> December for their recommendations and approval.

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#### **Contact Officer:**

John Smith  
Ayaz Malik  
Tom Lewis  
Clare Chambers

Mel Butler

**Consulted:**

Local Pension Board Chairman

**Annexes:**

1. 2021/22 Quarter 2 Fund Risk Register
2. 2021/22 Quarter 2 Administration Risk Register

**Sources/background papers:**

1. None.
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