

MINUTES of the meeting of the **SURREY LOCAL FIREFIGHTERS' PENSION BOARD** held at 10.00 am on 28 April 2022 at Woodhatch Place, 11 Cockshot Hill Reigate Surrey RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 28 July 2022.

(* present)

Elected Members:

- * Nick Harrison (Chairman)
- * Glyn Parry-Jones
Dan Quin (Vice-Chairman)
Vacancy

11/22 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Dan Quin.

12/22 MINUTES FROM THE PREVIOUS MEETING: 25 NOVEMBER 2021 & 13 JANUARY 2022 [Item 2]

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

13/22 DECLARATIONS OF INTEREST [Item 3]

None.

14/22 QUESTIONS AND PETITIONS [Item 4]

There were none.

15/22 SURREY LOCAL FIREFIGHTERS' PENSION BOARD ACTIONS AND RECOMMENDATIONS TRACKER [Item 5]

Officers:

None.

Key points raised during the discussion:

1. The Chairman introduced the item and read through the actions and recommendations tracker.
2. Members agreed to close Action 19/20.
3. Members agreed to close Action 8/20.
4. The Chairman highlighted that the action tracker would be amended where necessary to give further explanation to agreed actions.

Resolved:

The Board noted the recommendations tracker.

16/22 SCHEME MANAGEMENT UPDATE REPORT [Item 6]

Witnesses:

Carrie Pearce, Pensions Project Officer
Phillip Johnson, Senior Pensions Advisor
Paul Mudd, XPS

Key points raised during the discussion:

1. Officers introduced the report.
2. The Chairman noted that all Board members and the Pensions Project Team undertook training on 29 March 2022. Further detail was provided within the report.
3. Members highlighted that the Pension Project Team had been working through an overarching policy for the SFRS pension. The policy was shared with Board members for review. Officers stated that officers were working on a policy on returning to work following retirement, the Voluntary Scheme Pays policy and a review of the conflict of interest and substitution process for the Board.
4. A Member of the Board noted issues related to the Modified Options Scheme and requested an update. Officers provided a brief overview of works taking place which included a review of resource and the software legacy system. Members noted that it was currently unconfirmed whether works would be carried out internally or externally.
5. The Board agreed to receive regular updates on the progress of the Modified Options Scheme.
6. The representative from XPS stated that XPS had previous experience working on a similar exercise with other Fire clients.

Resolved:

The Board noted the report.

17/22 XPS - SURREY FIRE & RESCUE AUTHORITY PENSION BOARD REPORT [Item 7]

Witnesses:

Carrie Pearce, Pensions Project Officer
Phillip Johnson, Senior Pensions Advisor
Paul Mudd, XPS

Key points raised during the discussion:

1. The representative from XPS introduced the item and provided an overview of each section of the report. The Board noted details related to regulations and guidance, member self-service, common data, membership, completed case overview and by month, and complaints.
2. The Board noted that a video had been sent to the service which aimed to provide support when signing up and using the member self-service portal. Officers confirmed that the video was received but had not yet been distributed to members of the scheme.
3. In regard to membership, the Board noted that the number within the deferred section had increased. The representative from XPS explained that the data within the table was likely inaccurate and that

further work was needed to display the correct figures. The representative from XPS agreed to provide a response outside of the meeting.

4. In regard to completed cases, the representative from XPS informed the Board that the performance of XPS had decreased due to a backlog of work and staff leave / absence. XPS were aware of these issues and stated that they were progressing towards increasing performance to an acceptable level. The Chairman requested that, going forward, XPS provide a managerial statement to the board to comment on and explain the reasoning for any significant performance issues.
5. A member of the Board noted that the level of service had decreased over recent months however there were no complaints reported. Further to this, the member stated that they had received feedback from scheme members that XPS were not responding to issues raised by members of the scheme. The representative from XPS explained that XPS had a set process for recording complaints and would be interested to have a conversation with the board member on the issue outside the meeting.
6. In regard to the tracking of performance, members of the board said that it would be helpful to have data available on cases where key performance indicators (KPIs) were not met. The Chairman added that he would challenge XPS to present other information on performance which could help identify potential future issues and backlog.

Actions / further information to be provided:

The representative from XPS agreed to circulate the correct data on 'membership movements within the schemes' to the Board.

Resolved:

The Board noted the report.

18/22 ADMINISTRATION BULLETIN UPDATE [Item 8]

Witnesses:

Carrie Pearce, Pensions Project Officer
Phillip Johnson, Senior Pensions Advisor

Key points raised during the discussion:

1. The Chairman introduced the item. No comments were raised.

Actions/ further information to be provided:

None.

Resolved:

The Board noted the report.

19/22 RISK REGISTER [Item 9]

Witnesses:

Carrie Pearce, Pensions Project Officer
Phillip Johnson, Senior Pensions Advisor

Key points raised during the discussion:

1. The Chairman introduced the item.
2. The Board agreed to close Risk F2 and Risk F23.

Actions/ further information to be provided:

To close Risk F2 and Risk F23.

Resolved:

The Board noted the report.

20/22 DATE OF THE NEXT MEETING [Item 10]

The date of the next meeting was noted to be 28 July 2022.

Meeting ended at: 11.00 am

Chairman