

# Pensions Team Newsletter

November 2022



HELLO!

Welcome to the monthly Pensions Team Newsletter



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## Celebrating Your Success

### Administrator of the Year - Colette Hollands

The Women in Pensions Awards aim to shine a spotlight on the work of inspirational women in the pensions sector, along with the mentors and organisations supporting them.

And the winner is .....



For her impressive work and strong team management and leadership skills, judges on Tuesday 15 November awarded the trophy for Administrator of the Year to Surrey Pension Team's Colette Hollands!

Colette has played a pivotal role in the integration of the One Pension Team and the articulation of their ambitious vision to provide our customers with a better tomorrow.

The award recognises a career of making a positive difference in the LGPS.

Well done Colette!

## Celebrating Your Success

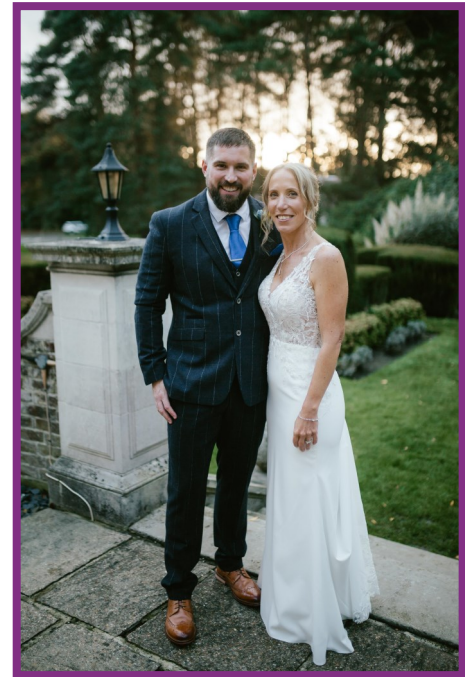
### Congratulations Tom Lewis!

A huge congratulations to Tom Lewis who got married this month.

Tom said that the whole day went brilliantly. The happy couple certainly look amazing!

Rumour has it that Tom gave an impressive display of his dancing skills in the evening, with everything from dirty dancing to the cha cha slide.

If anyone has any pictures or videos, then let us know!



### Congratulations Amanda Jupp MCIPPdip!

Congratulations to Amanda for graduating from the CIPP Foundation Degree in Pensions Administration and Management, pictured here at the graduation ceremony sporting the rather lovely Surrey Pension Team mug.

Amanda said ' I wouldn't have had the opportunity to study or achieve this qualification without the help and support of my manager, and the wider Surrey Pension Team. The 3 year course was hard work, but engaging and I learnt a huge amount about the Local Government Pension Scheme.

I would thoroughly recommend this course to anyone who would like to enhance their skills.'

Further details of the CIPP courses can be found on the [CIPP website](#).



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## CELEBRATING YOUR SUCCESS

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Well done to the Future Benefits team for reducing the backlog 2 weeks on the bounce. It has been a tough couple of months for the team but now that we are up to a full complement, and with the ongoing training and teamwork, we have reduced our backlog by over 150 tasks.

David Hodgson

*Special Thank You to Chris Beetham*

I just wanted to express my gratitude for all your help and invaluable assistance on the Employer Team.

Your hard work in helping set up new Employers, Cessation calculations & Valuation work is very much appreciated.

A massive Thank You!

Sara Undre

Jayne Meadows has been absolutely amazing with training our four new recruits. It has been a challenging time with all four at various stages of learning, and she has adapted to each individual as well as delivering group sessions which have catered for all.

Thanks Jayne, we don't know what we would do without you!

Natalie Hall has been with us for only a few weeks and is already training one of our new recruits. She has taken to the role extremely well, facing every challenge fearlessly, and already working on improving processes. Thanks Natalie, you are a real asset to our team.

A huge thank you to Perna Collins for delivering two excellent training sessions to our new recruits. A true demonstration of our 'one team' vision and mission.

Leigh Bouteloupt



## What's New?

### Meet the Customer Relationship Team

Leigh Bouteloupt

We have all felt welcome and included in the Pensions Team over the last couple of months. We are excited that the day has finally arrived and we have now officially joined the team!

We look forward to working together more closely as one team.

#### Introducing the Team

Bernadette Cawley

Jowan Mustafa

Virginie Ferrey

Jayne Meadows

Jessica Millward

Natalie Hall

Camilo Luis Estrada

Afsaneh Fadarani (Affy)

Rahul Sharma

### Whole Team Meeting & Festive Meetup



A reminder that the Whole of Pensions meeting on December 8 is now going to be held in Woodhatch.

An alternative venue for the Christmas drinks afterwards is currently being scouted out, and Neil is rumoured to be buying everyone a drink after the meeting.

Hopefully, that will make his Christmas jokes more funny!

Don't forget to submit your nomination for the Surrey Pension Team awards by completing the [nomination form](#) no later than **Friday 2<sup>nd</sup> December**.

As it is also Christmas Jumper Day on 8<sup>th</sup> December, please feel free to come dressed in full festive attire.

## What's New?

### South West Pensions Manager Conference Recap

Simon Bianek & Fiona Jackson

**Fiona & Simon attended the South West Councils Pensions Manager Conference in Torquay Tuesday 15-16 November. They've shared their experience below;**

"Aside from the stunning location, the speakers all kept us captivated with a range of views/information from an equally diverse group of companies across the pensions sector.

It was great to meet other Local Authority managers and discuss the topics of the day and hear their approaches. We felt more involved in the Pensions world with all the Pensions affiliates present to talk to.

The speakers were excellent with the stand outs being;

- GMPF presentation on Cyber Security and the use of the NCSC 'exercise in a box' to assist them with policy updates. They are set up independently, so GMPF does everything and is independent from council matters as far as possible and does not have a .gov email;
- Mercer's presentation on climate change and the 2022 valuation;
- John Simmonds from CEM benchmarking discussing value for money comparing very large funds in the UK with similar counterparts in the USA, with a thought that a good basic service on a budget is arguably better than trying to deliver an outstanding service on a budget. He also provided interesting ideas on using system analytics & reporting on Member Activity in MSS to pre-empt what a member might want to do next and send correspondence;
- A presentation from Osborne Clarke referencing a couple of real Ombudsman case decisions and how these were decided.



We also attended a very informative break out session on recruitment, that covered amongst other topics, training, career paths, complexity of roles that tend to be banded as administrative by councils, retention of knowledge, apprenticeship schemes, competitive job market. Very lively discussion and helpful suggestions from sharing experiences across other LGPS funds. A general thought that we could all learn from each other and the LGA and potentially have a more recognised/supported career path within the LGPS.

Overall, a thought-provoking conference that I was fortunate to attend and have come away with both ideas for the Surrey team, and some new connections across funds and service providers."

## What's New?

### Wellbeing Roadshows

#### Investment Team

The team were once again invited to set up a pensions stall at the cost-of-living Wellbeing Roadshows. The two events went really well, with the team answering a lot of pension queries. Well done team!



For further details, please visit the [Wellbeing Support SharePoint](#) site.

### My Staff Shop - Grab Yourself a Bargain!

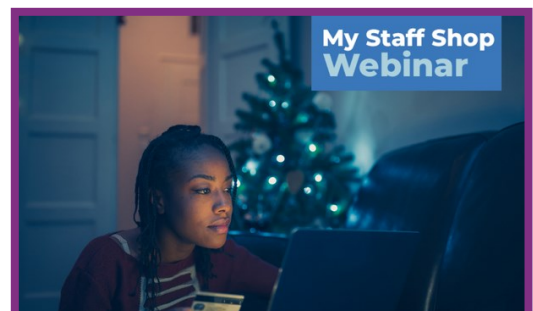
#### Communication & Education Team

A reminder that My Staff Shop are running webinars to help staff to use discounts, etc., that they offer.

Their latest webinar covered how you can access exclusive discounts from thousands of retailers to help your money stretch a little further on the run up to Christmas.

For further details, please visit the:

[My Benefits SharePoint site.](#)



## Did you know?

### Calculating Final Pay - Member Leaves in 1st Year

Sandy Armstrong

**Calculation of final pay if member leaves in first year with Surrey and has pre 2014 service which has been aggregated (or previous two years could be better)**

Final pay should be calculated for the final year of leaving, if some of this period includes service aggregated from a previous authority then final pay figures need to be obtained for that period. If there has been a break in the membership then the final pay should be pro rata. Example below:

Previous service aggregated	01.10.1997 – 06.03.2022
Break	07.03.2022 – 08.05.2022
Surrey membership	09.05.2022 – 14.10.2022

Member paid monthly and annual rates of pay are:

01.04.2019	£20,000
01.04.2020	£20,500
01.04.2021	£21,000
09.05.2022	£19,776

#### Final pay in final year of leaving

15.10.21 – 06.03.22 (143 days) =  $\text{£}21,000 / 12 \times 4^{23}/_{31} = \text{£ } 8,298.39$

09.05.22 – 14.10.22 (159 days) =  $\text{£}19,776 / 12 \times 5^6/_{31} = \underline{\text{£ } 8,558.97}$

(302 days)

$\text{£}16,857.36 / 302 \times 365 = \text{£}20,373.96$

#### Final pay in previous year (year 2)

15.10.20 – 31.03.21 =  $\text{£}20,500 / 12 \times 5^{17}/_{31} = \text{£ } 9,528.91$

01.04.21 – 14.10.21 =  $\text{£}21,000 / 12 \times 6^{14}/_{31} = \underline{\text{£}11,290.32}$

**£20,819.23**

#### Final pay in previous year (year 3)

15.10.19 – 31.03.20 =  $\text{£}20,000 / 12 \times 5^{17}/_{31} = \text{£ } 9,247.31$

01.04.20 – 14.10.20 =  $\text{£}20,500 / 12 \times 6^{14}/_{31} = \underline{\text{£}11,021.51}$

**£20,268.82**

When assessing which pay is higher in best of last 3 years final pay, pensions increase is ignored. In the above example a previous years final pay of £20,819.23 to 14.10.2021 is best and would be used to calculate the member's benefits.



## Warm Welcomes



### Luis Camilo

#### Customer Relationship Team

My Name is Luis Camilo, I am the new team member of the Customer Relationship Team. I am really excited to be part of this amazing team and start this new role with Surrey County Council.

I was working in a Sales role before, where I was able to learn the job role quickly and achieve different recognitions within my previous company. I can say that one of my passions is personal development which is why I am grateful to be taking on this new challenge with Surrey.

**Experience:** My previous job was a Negotiator at an Estate Agent in Guildford, and I was focused on both Letting and Sales.

**Skills:** I believe the main skills I have are teamwork and a strong work ethic.

**Interesting fact:** I have several! I speak Spanish, I used to play tennis to a professional level when I was younger, and I also love Kick Boxing.



**Congratulation to Luke Daxon who recently moved from the Training Team to the Future Benefits Team. Luke started his new role as a Future Benefits Assistant Officer on 14/11/22. I am sure that you will join us in congratulating Luke and wishing him well in his new role!**

**If you have any new Starters, are a new Starter yourself,  
or are moving into a new role, please let us know!**

**Email your filled out profile to:**

**[pensions.communications@surreycc.gov.uk](mailto:pensions.communications@surreycc.gov.uk)**

# The Dakota Dashboard

## Office Updates

### New Food Options in the Office

A new food vending machine is now available in the office on the 1st Floor of Dakota.

Hot food will continue to be available from the sandwich van every Tuesday, Wednesday & Thursday at 11:15am.

### Roof Fixed

We're happy to announce that the roof is now officially fixed and all desks on the 2nd floor are being moved back. Thank you to everyone for dealing with this inconvenience in the meantime.

[Select here](#) to become part of the Dakota Teams Group & find out the latest updates!

The Dakota Teams Group is the place to:

- Report facility issues
- Find out the latest

### Thinking of brightening up the office?

Anyone considering bringing any fairy lights into the office are asked to consider battery alternatives.

If you would like to bring in electronic decorations, make sure to have them PAT tested by facilities before plugging them in.

# Sow the Seed



**What would you like to see improved?**

*Ask yourself:*

- ♦ Are there any error messages you keep seeing in Altair?
- ♦ Are you always having to edit a document in the same way?
- ♦ Are you constantly being asked the same questions?
- ♦ Is there a letter that you never use?
- ♦ Is there any information you think might be missing from a piece of documentation?
- ♦ Got any changes (no matter how small) that you would like to see?

**Submit your idea highlighting a problem to**

**[sowtheseed@surreycc.gov.uk](mailto:sowtheseed@surreycc.gov.uk)**

**to win an hour of Flexi-time and sow a seed for improvement!**

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