

Public Service Governance and Administration Survey 2022/23

Introduction

Thank you for taking the time to complete this survey.

Please answer the questions in relation to the following scheme:

LGPS- SURREY

Within the survey all references to 'the scheme' refer to the above. Where the scheme is locally administered, we mean the sub-scheme or fund administered by the local scheme manager.

Your responses will be kept anonymous unless you consent otherwise at the end of the survey. Linking your scheme name to your answers will help inform The Pensions Regulator's (TPR's) engagement with you in the future.

If you would like to print out a hard copy of this questionnaire to help you when collecting information from colleagues, please click [here](#). Please note, however, that we need you to complete the questionnaire through this online survey and not by filling in a hard copy.

This survey should be completed by the scheme manager or by another party on behalf of the scheme manager. They should work with the pension board chair to complete it, and other parties (e.g. the administrator) where appropriate.

There is a space at the end of the survey to add comments about your answers where you feel this would be useful. There is also an option to print/save your responses before submitting them.

** In some internet browsers you may need to right click on the link and select 'open in new tab/window' to download the file*

Please click the arrow below to continue to the questionnaire.

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Section A - Governance

The first set of questions is about how your pension board works in practice.

A1 Focusing on the scheme's pension board meetings in the **last 12 months**, please tell us the following:

Please include any board meetings that were held remotely (e.g. via teleconference or online meeting software)

Please write in the number for each of a-c in the boxes below

a) Number of board meetings that were **scheduled** to take place (in the last 12 months)

b) Number of board meetings that actually **took place** (in the last 12 months)

c) Number of board meetings that were **attended** by the scheme manager or their representative (in the last 12 months)

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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A2 Thinking about the 4 pension board meetings that took place, was this more, the same or less than in the previous 12 month period?

- More
 Same
 Less
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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A3 Do the scheme manager and pension board have sufficient **time** to run the scheme properly?

- Yes
 No
 Don't know

A4 Do the scheme manager and pension board have sufficient **resources** to run the scheme properly?

By resources we mean staffing, IT/systems and available budget

- Yes
 No
 Don't know

A5 Do the scheme manager and pension board have access to all the knowledge, understanding and skills necessary to properly run the scheme?

- Yes
 No
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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A6 How often does the scheme manager or pension board carry out an evaluation of the knowledge, understanding and skills of the board as a whole in relation to running the scheme?

- At least monthly
 At least quarterly
 At least every six months
 At least annually
 Less frequently
 Never
 Don't know

A7 On average, how many hours of training per year does each pension board member have in relation to their role on the pension board?

Please write in the number in the box below

hours per year

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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A8 Does the pension board believe that in the last 12 months it has had access to all the information about the operation of the scheme it has needed to fulfil its functions?

- Yes
- No
- Don't know

A9 Does the scheme have a succession plan in place for the members of the pension board?

By this we mean a plan or process for how you will find, appoint and train suitable new members of the pension board to replace any existing board members who leave or retire.

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section B - Managing Risks

The next set of questions is about managing risks.

B1 Does your scheme have any of the following?

Please select one answer per row

	Yes	No	Don't know
a) Its own documented procedures for assessing and managing risk (please select 'No' if your scheme relies on your local authority's documented procedures for assessing and managing risk)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Its own risk register (please select 'No' if your scheme relies on your local authority's risk register)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) A documented policy to manage the pension board members' conflicts of interest	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Processes to monitor records for all membership types on an ongoing basis to ensure they are accurate and complete	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) A process for monitoring the payment of contributions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) A process for resolving contribution payment issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Procedures to identify breaches of the law	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Procedures to assess breaches of the law and report these to TPR if required	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) A process for dealing with remediation (by 'remediation' we mean the actions required to remedy the age discrimination in the 2015 schemes. This is also often referred to as either 'McCloud' or 'Sergeant')	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) A process to monitor resourcing levels and address any issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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B2 When were these last reviewed by the scheme manager or pension board?

Please select one answer per row

	In the last 12 months	More than 12 months ago but less than 3 years ago	More than 3 years ago	Never been reviewed	Don't know
a) The scheme's own documented procedures for assessing and managing risk	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) The scheme's own risk register	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) The documented policy to manage the pension board members' conflicts of interest	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) The processes to monitor records for all membership types on an ongoing basis to ensure they are accurate and complete	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The process for monitoring the payment of contributions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The process for resolving contribution payment issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) The procedures to identify breaches of the law	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) The procedures to assess breaches of the law and report these to TPR if required	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) The process for dealing with remediation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) The process to monitor resourcing levels and address any issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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B3 In the last 12 months, how many of the 4 pension board meetings reviewed the scheme's exposure to new and existing risks?

Please write in the number in the box below

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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B4 To what do the top three governance and administration risks on your risk register relate?

Please select up to three options below

- Securing compliance with changes in scheme regulations
- Ensuring the scheme is compliant with the pensions dashboards requirements
- Lack of resources/time
- Recruitment and retention of staff or knowledge
- Remediation (i.e. the actions required to remedy the age discrimination in the 2015 schemes; also referred to as 'McCloud' or 'Sergeant')
- Other ongoing court cases
- Record-keeping (i.e. the receipt and management of correct data)
- Production of annual benefit statements
- Systems failures (IT, payroll, administration systems, etc.)
- Cyber risk (i.e. the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its IT systems and processes)
- Administrator issues (expense, performance, etc.)
- Guaranteed Minimum Pension (GMP) reconciliation
- Scheme funding or investment
- Other (please specify)
- Don't know

Please write in your 'Other' response in the box below

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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B5 Which, if any, of the following actions have you taken in relation to the remediation proposals?

By 'remediation' we mean the actions required to remedy the age discrimination in the 2015 schemes. This is also often referred to as either 'McCloud' or 'Sergeant'.

Please select all that apply

- Assessed the possible administration impacts
- Assessed the data requirements
- Commenced a specific data cleansing or data gathering exercise
- Carried out immediate detriment calculations
- Assessed any additional resources likely to be required
- Discussed system requirements with IT suppliers
- Recruited or made plans to recruit additional staff
- Secured budget for additional requirements
- Engaged with your Scheme Advisory Board or relevant authority
- Provided specific information to members
- Established a dedicated project team
- Taken other actions (please specify)
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section C - Administration and Record-Keeping Processes

The next set of questions is about administration and record-keeping.

C1 Does the scheme have an administration strategy?

By this we mean policies and procedures that set out the responsibilities of the scheme and its employer(s).

- Yes
- No
- Don't know

C2 Which of the following best describes the scheme's administration services?

- Delivered in house
- Undertaken by another public body (e.g. a county council) under a shared service agreement or outsource contract
- Outsourced to a commercial third party
- Other
- Don't know

C3 In the last 12 months, how many of the 4 pension board meetings had administration as a dedicated item on the agenda?

Please write in the number in the box below

4

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C4 Does the scheme's administrator have a formal data management plan or policy?

A data management plan or policy formally records the scheme's approach to managing and improving its pension scheme data

- Yes
 No
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C5 Does this data management plan or policy set out any of the following?

Please select one answer per row

	Yes	No	Don't know
a) What data is held or used	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Where data is received from or transferred to	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Processes for receiving, sharing and managing data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Data quality controls in place (e.g. validation checks)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The approach to measuring data and steps being taken to improve data (e.g. an improvement plan)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) A data governance framework	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C6 How often is this data management plan or policy reviewed?

- Annually or more often
 Every 2 years
 Less often
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C7 Is your scheme single employer or multi-employer?

- Single employer scheme (i.e. used by just one employer)
 Multi-employer scheme (i.e. used by several different employers)

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C10 In the last 12 months, what proportion of your scheme's employers have...

Please write in the percentage (from 0% to 100%) in each box. If you don't know exactly, please give approximate percentages.

a) Always provided you with accurate and complete data?

80 %

Don't know

b) Always submitted the data required each month to you on time?

65 %

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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C11 And in the last 12 months, what proportion of your scheme's employers have...

Please write in the percentage (from 0% to 100%) in each box. If you don't know exactly, please give approximate percentages. The percentages in the three boxes should add up to 100%.

a) Submitted all data to you electronically?

95 %

b) Submitted some but not all data to you electronically?

4 %

c) Not submitted any data to you electronically?

1 %

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C12 Do you automatically test the data received from employers (i.e. automatic validation)?
- For example, checking that there are no duplicate National Insurance numbers or that postcodes are in a valid format
- Yes
 No
 Don't know
- C13 Do you provide information or training to employers on the data they need to provide?
- Yes
 No
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C14 In the last 2 years, would you say that the budget you've spent on managing or improving the scheme's data has increased, stayed the same or decreased?
- In this context we're referring to data about scheme members such as personal identifiers (e.g. name, national insurance number), contribution records, etc.
- Increased
 Stayed the same
 Decreased
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C15 What were the reasons for this increased spend on managing or improving the scheme's data?
- Please select all that apply*
- Increased focus or scrutiny by TPR
 Improved understanding of the risks facing the scheme
 To address issues identified through a data review, complaint or audit
 To prepare for transition to a new administrator
 To prepare for the pensions dashboards
 To prepare for remediation
 To deliver other special projects (e.g. GMP equalisation)
 To reduce errors and complaints
 To drive efficiencies and cost savings
 To deliver improved services to members (e.g. online portals)
 Other reason (please specify)
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C16 In the next 2 years, do you expect your budget for managing or improving data to...?
- Increase
 Stay the same
 Decrease
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C17 In the last 2 years, would you say that the investment you've made in administration technology or automation has increased, stayed the same or decreased?
- Increased
 Stayed the same
 Decreased
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C18 What were the reasons for this increased investment in administration technology or automation?
- Please select all that apply*
- Increased focus or scrutiny by TPR
 To prepare for the pensions dashboards
 To prepare for remediation
 To reduce errors and complaints
 To drive efficiencies and cost savings
 To deliver improved services to members (e.g. online portals)
 To implement digital identity or biometric checks
 Other reason (please specify)
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C19 In the next 2 years, do you expect your budget for administration technology or automation to...?
- Increase
 - Stay the same
 - Decrease
 - Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- C20 You mentioned that you have increased your spend on managing or improving data and on administration technology or automation in the last 2 years. Has this resulted in any of the following benefits?

Please select all that apply

- Reduced errors or complaints
- Efficiencies and cost savings
- Improved services to members
- Greater member engagement
- Other benefits (please specify below)
- None of these
- Don't know

Please write in your 'Other benefits' response in the box below (if applicable)

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section D - Annual Benefit Statements

The next set of questions is about members' annual benefit statements.

- D1A In 2022, in which of the following ways were your active members sent their annual benefit statements?

Please select all that apply

- Via a digital online portal, with notification by email
- Via a digital online portal, with notification by letter
- Via a digital online portal, with no notification
- By post
- Other way(s) (please specify)
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- D1B In 2022, what proportion of your active members were sent their annual benefit statements in each of these ways?

Please write in the percentage (from 0% to 100%) in each box. If you don't know exactly, please give approximate percentages.

Via a digital online portal, with notification by email

%

By post

%

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- D2 In 2022, what proportion of active members received their annual benefit statements by the statutory deadline?

Please write in the percentage in the box below. If you don't know exactly, please give an approximate percentage.

%

- D3 Was the missed deadline for issuing active member statements reported to TPR?

- Yes- and Breach of Law report made
- Yes- but decided not to make a Breach of Law report
- No- not reported
- Don't know

- D4 What was the main reason for not reporting the breach?

- Not material- few statements affected
- Not material- very short delay
- Other reason (please specify)
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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D5 What proportion of all the annual benefit statements the scheme sent out in 2022 contained all the data required by regulations?

Please write in the percentage in the box below. If you don't know exactly, please give an approximate percentage.

100 %

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

D6 Looking forwards, how confident are you that all active members will receive their annual benefit statements by the statutory deadline in 2023?

- Very confident
- Fairly confident
- Not particularly confident
- Not at all confident
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section E - Reporting Breaches

The next set of questions is about the scheme's approach to dealing with any breaches of the law.

E1 Do you maintain documented records of any breaches of the law identified?

- Yes
- No
- Don't know

E2 Do these records include the decision taken on whether or not to report the breach of the law to TPR?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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E3 Does the pension board receive reports on any breaches of the law identified?

- Always
- Sometimes
- Never
- Don't know

E4 In the last 12 months, have you identified any breaches of the law that were not related to annual benefit statements?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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E5 What were the root causes of the breaches identified?

Please select all that apply

- Systems or process failure
- Failure to maintain records or rectify errors
- Management of transactions (e.g. errors or delays in payment of benefits)
- Failure of the employer(s) to provide timely, accurate or complete data
- Late or non-payment of contributions by the employer(s)
- Other employer related issues (please specify)
- Something else (please specify)
- Don't know

E6 In the last 12 months, have you reported any breaches to TPR as you thought they were materially significant? Please do not include any breaches that related to annual benefit statements.

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section F - Improvements to Governance and Administration

The next set of questions is about your progress in addressing governance and administration issues.

F1 What do you believe are the top three factors behind any improvements made to the scheme's governance and administration in the last 12 months?

Please select up to three options below

- Improved understanding of underlying legislation and standards expected by TPR
- Improved engagement by TPR
- Improved understanding of the risks facing the scheme
- Resources increased or redeployed to address risks
- Administrator action (please specify)

- Scheme manager action (please specify)
- Pension board action (please specify)
- Other (please specify)
- No improvements made to governance/administration in the last 12 months
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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F.2 What are the main three barriers to improving the governance and administration of your scheme over the next 12 months?

Please select up to three options below

- Lack of resources or time
- Complexity of the scheme
- The volume of changes that are required to comply with legislation
- Recruitment, training and retention of staff and knowledge
- Lack of knowledge, effectiveness or leadership among key personnel
- Poor communications between key personnel (board, scheme manager, administrator, etc.)
- Employer compliance
- Issues with systems (IT, payroll, administration systems, etc.)
- The remediation process (also referred to as 'McCloud' or 'Sergeant')
- The pensions dashboards requirements
- Other (please specify)
- There are no barriers
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section G - Pensions Dashboards

Government has been working on legislation to enable the development of pensions dashboards. Pensions dashboards are digital interfaces such as websites or apps which will enable a person to see all their pensions in one place.

G1 The Pension Schemes Act 2021 contains provisions to require trustees and scheme managers to provide data to savers through pensions dashboards. Before today, were you aware of this change to pensions law?

- Yes – aware of this change to pensions law
- No – heard of pension dashboards but not aware of this change to pensions law
- No – hadn't heard of pensions dashboards before this survey
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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G2 As far as you know, has the scheme manager or a member of the pension board done any of the following?

Please select all that apply

- Attended or viewed a TPR pensions dashboards webinar
- Listened to a TPR pensions dashboards podcast
- Read TPR's guidance on pensions dashboards
- Engaged with any other material put out by TPR regarding pensions dashboards (please specify)
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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G3 How useful did the scheme manager and/or pension board find TPR's guidance on pensions dashboards?

- Very useful
- Fairly useful
- Not particularly useful
- Not at all useful
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section H - Climate Change

The next set of questions is about climate change.

H1 Firstly, has your scheme allocated time or resources to assessing any financial risks and opportunities associated with climate change?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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H2 Which of the following processes do you use to manage climate-related risks and opportunities?

Please select one answer per row

	Yes	No	Don't know
a) Include climate-related issues as a regular agenda item at pension board meetings	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Assign responsibility for climate-related issues to a specified individual or sub-committee	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Include, monitor and review targets in the scheme's climate policy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Add climate-related risks to your risk register	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Include climate related topics in your pension board training plan	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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H3 Have you taken any of the following actions on stewardship in order to help with your management of climate risks?

By stewardship we mean the responsible allocation, management and oversight of capital to create long-term value for pension scheme members.

Please select one answer per row

	Yes	No	Don't know
a) Talked to advisers and asset managers about how climate-related risks and opportunities are built into their engagement and voting policies	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) When appointing new asset managers, asked the prospective manager how they include climate factors in engagement and voting behaviour	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) When outsourcing activities, set out in legal documents your expectations on climate stewardship and approaches (e.g. in the Investment Management Agreement or in side letters to pooled fund documentation)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Joined collaborative engagement efforts on climate change	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Signed the UK Stewardship Code	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section 1 - TPR Codes of Practice and Guidance

The next set of questions is about TPR's Codes of Practice and guidance.

I1 Before this survey, were you aware that TPR produces...?

	Yes	No	Don't know
a) Codes of Practice (a Code of Practice is not a statement of law, but sets out the standards of conduct and practice that TPR expects)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Guidance (guidance refers to material published by TPR intended to help explain particular matters or provide examples of good practice)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) The Public Service Toolkit (the Public Service Toolkit is a free online learning programme for pension board members, and others, to improve their knowledge of their role)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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I2 When did you last use or consult any of...?

	In last 3 months	4-6 months ago	7-12 months ago	Over 12 months ago	Never	Don't know
a) TPR's Codes of Practice	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) TPR's guidance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) TPR's Public Service Toolkit	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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I3 Which of the following Codes of Practice have you ever used or consulted?

Please select all that apply

- Governance and administration of public service pension schemes (Code 14)

- Any other TPR Codes of Practice
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- 14 Most of TPR's Codes of Practice will soon be replaced by a new 'Single Code'. Before this survey, were you aware of the introduction of a Single Code of Practice?
- Yes
 - No
 - Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- 15 Based on what you know about it, to what extent do you agree or disagree that the Single Code of Practice will...?

Please select one answer per row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) Improve how this scheme is governed	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Increase the work required by this scheme to meet TPR's expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Make it easier to understand TPR's expectations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section J - TPR Enforcement Policy

The next questions are about TPR's scheme management enforcement policy.

- J1 Before this survey, were you aware that last year TPR published a new-look enforcement policy that includes a number of changes?
- Yes
 - No
 - Don't know
- J2 How much do you know about the changes to TPR's enforcement policy?
- A lot about them
 - A fair amount
 - A little bit
 - Nothing
 - Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- J3 Specifically, which of the following changes to TPR's enforcement policy are you aware of?

Please select all that apply

- It is a consolidated version of TPR's existing policies for DB, DC and public service pension schemes
- It covers TPR's approach to new fixed and escalating penalty powers
- It covers TPR's options to use both criminal and regulatory powers in respect of the same set of circumstances
- TPR has new powers to impose high fines for providing false or misleading information to either TPR or scheme trustees
- Any other changes (please specify)
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- J4 Have you read TPR's new-look enforcement policy?

Even if you have only skimmed or partially read the new-look policy please still select 'yes'.

- Yes
- No
- Don't know

- J5 To what extent do you agree or disagree with the following?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) The new-look policy is easier to use than the previous published policy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) The new-look policy is easier to navigate than the previous published policy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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J6 Have you made any changes as a result of TPR's new-look enforcement policy?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section K - Equality, Diversity & Inclusion

The final set of questions is about pension board equality, diversity and inclusion.

K1 Diversity data refers to characteristics such as age, gender, ethnicity, religion, etc. Does the scheme formally obtain and record any diversity data in relation to the members of the pension board?

This question is about the pension board not the scheme's members. Please only answer yes if you record diversity data about the members of the pension board.

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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K4 Why does the scheme not capture diversity data in relation to the pension board?

Please select all that apply

- Concerns about data protection legislation
- No interest in collecting this data
- No need to collect this data
- Haven't thought about collecting this data
- We consider/assess the diversity of the pension board but don't formally record it
- Other reason (please specify)
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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Section L - Attribution

Thank you for completing this survey. Your responses will help TPR understand how schemes are progressing and any issues they may face, which will inform further policy and product developments. Before you submit your answers, there are just a few more questions about your survey responses.

L1 Which of the following best describes your role within the pension scheme?

- Scheme manager*
- Representative of the scheme manager
- Pension board chair
- Pension board member
- Administrator
- Other (please specify)

* In this survey 'Scheme manager' refers to the definition within the Public Service Pensions Act, e.g. the Local Authority, Fire and Rescue Authority, Police Pensions Authority, Secretary of State/Minister or Ministerial department

L2 What other parties did you consult with to complete this survey?

Please select all that apply

- Scheme manager
- Representative of the scheme manager
- Pension board chair
- Pension board member
- Administrator
- Other
- Did not consult with any other parties

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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L3 To inform TPR's engagement going forward, they would like to build an individual profile of your scheme by linking your scheme name to your survey answers. This will only be used for internal purposes by TPR and your scheme name would not be revealed in any published report.

Are you happy for your responses to be linked to your scheme name and supplied to TPR for this purpose?

- Yes, I am happy for my responses to be linked to my scheme name and supplied to TPR for this purpose
- No, I would like my responses to remain anonymous

L4 And would you be happy for the responses you have given to be linked to your scheme name and shared with the relevant scheme advisory board? This is to help inform the advisory boards of areas for improvement and to further their engagement with pension boards.

- Yes, I am happy for my responses to be linked to my scheme name and shared with the relevant advisory board
- No, I would like my responses to remain anonymous

- L5 TPR may conduct some follow up research on this topic to improve their advice and engagement with schemes such as yours. Would you be willing for us to pass on your name, contact details and relevant survey responses to them so that they, or a different research agency on their behalf, could invite you to take part?

You may not be contacted and, if you are, there is no obligation to take part. Your contact details will be stored for a maximum duration of 12 months, before being securely destroyed.

- Yes, I am happy to be contacted for follow-up research
 No, I would prefer not to be contacted for follow-up research

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

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- L6 Please record your name below. This is just for quality control purposes and will not be passed on to TPR (unless you have agreed that they can contact you for follow-up research).

Adele See:

- L7 Finally, please use the box below if you have any other comments or would like to clarify/explain any of the answers you have given.

QC4 we have a partial plan.

If you would like to print and/or save a copy of your responses then please click the 'print' button below. This will open a new browser window (you may need to allow pop-ups from this site for it to open). You can then print this or choose to save it as a pdf document. Please do this before clicking the submit button.

IMPORTANT: Please click the 'tick' button below to submit your survey.

Once you have submitted your survey you will not be able to go back and change any of your answers or print/save a copy of your responses.