

SURREY LOCAL FIREFIGHTERS' PENSION BOARD ACTIONS AND RECOMMENDATIONS TRACKER

The actions and recommendations tracker allows Board Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Board. Once an action has been completed, it will be shaded out to indicate that it will be removed from the tracker at the next meeting. The next progress check will highlight to members where actions have not been dealt with.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
17 January 2020 A1/20	Matthews / Retained Project Administration Update (1 September 2019 - 31 December 2019)	Implement of modified pension scheme arrangements	Scheme Manager	<p>November 2022: No further updates have been provided to FRA's with respect to the Matthews project. A short survey was completed in June 2022 and due to our position and the responses provided, GAD selected the Service to complete a data on our affected members. This was due by 25 November 2022. Additionally, whilst Eol forms were sent to affected members, the LGA have notified the Service that due to the changes in legislation, it is likely the new version of the Eol will need to be sent out to all members regardless of whether they have confirmed they would like to be considered as part of the Matthews project or not. The template will be provided in due course.</p> <p>February 2023: The data collection exercise was completed and submitted by 25 November 2022. No further updates have been received from the LGA or Home Office on this project.</p>	Ongoing

Item 5

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				<p>April 2023: A communication will be sent to all affected members to confirm no further action is due to take place until the legislation is implemented in October 2023.</p> <p>July 2023: A communication was sent to all affected members on 24 May 2023, advising further updates will follow once legislation confirmed. A poster, to inform members who believe they are eligible for the exercise but have not heard from the Pensions Team, are encouraged to make contact accordingly, was sent to all Station Commanders to display on Station Boards.</p>	
<p>30 April 2020 A16/20 & A1/22 (combined)</p> <p>13 January 2022 A1/22</p>	<p>10% Project Action Tracker and Risk Register</p>	<p>A) Pensionable Pay particularly concerning Duty Systems will be added to the action tracker and key headlines and milestones from Weightmans regarding the project, will be shared with the Board once received.</p> <p>B) A risk to be added to the Risk Register concerning Pensionable Pay - particularly in relation to Duty Systems.</p> <p>Regarding the 10% pensionable pay, the Scheme Manager agreed to circulate details on the communication timeline for each</p>	<p>Scheme Manager</p>	<p>July 2022: A meeting has taken place with the FBU and a follow up email was received which contained their points to ensure the project benefitted those affected. Follow up advice from Weightmans is required to confirm how the Service will respond to the FBU. The communications with the FBU are still underway. Therefore, the timeline has not been updated since January 2022.</p> <p>A communication was sent to all members to notify them of the current status of the project.</p> <p>November 2022: Extensive legal advice has been sought and the Service's stance has been communicated to the FBU. No feedback has been provided to the Service in response to our communication. Therefore, the project will recommence and Priority Group 1 members who have not responded</p>	<p>Ongoing</p>

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		priority group to members of the Board.		<p>will shortly be sent a communication and Priority Group 2 members will also be contacted.</p> <p>The project timeline will be updated and circulated to the Board shortly.</p> <p>February 2023: Feedback from the FBU is still pending. Members of Priority Group 2, were contacted in November 2022. Members of Priority Group 3 (those who retired prior to 2014) are due to be contacted in February 2023.</p> <p>April 2023: Members of Priority Group Three were contacted at the end of February and beginning of March 2023. All commuted lump sums have been paid to members who are due to receive a benefit. Pension arrears due to be paid at the end of June 2023. Members of all remaining Priority Groups were sent a communication on 13 April 2023.</p> <p>July 2023: All applicable members of Priority Group Three have now been paid their pension arrears and their pension benefits have been updated. Priority Group Four members will be contacted once the McCloud data collection exercise has been completed.</p>	

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<p>30 April 2020</p> <p>A20/20</p> <p>(Informal meeting due to Covid-19)</p>	<p>GMP Exercise Administration Update (1 January 2020 - 31 March 2020)</p>	<p>The Pensions Support & Development Manager will liaise with the Assistant Chief Fire Officer – Service Support on the next steps concerning the Guaranteed Minimum Pension (GMP) reconciliation - the new Project Manager to assist.</p>	<p>Scheme Manager</p>	<p>XPS have been working through the data needed required by Mercer to carry out the next step of the GMP exercise. Mercer provided a template to XPS which will assist with the rectification element of the project.</p> <p>November 2022: XPS were due to provide data extracts to the Service by the end of September 2022 which in turn would be provided to Mercer. XPS have not been able to finalise this piece of work and the Service are waiting for further information for an expected completion date.</p> <p>February 2023: The data extracts from XPS were not provided in time to the Service which meant Mercer would not be able to complete the rectification exercise prior to the pensions increase. Mercer are reviewing the data extracts, additional costs will be incurred for the work completed. It is anticipated the project will be finalised by the end of 2023.</p> <p>April 2023: Mercer and XPS are in communication with each other to confirm the template to use and the data that is required. It is still hoped the project will be completed before the end of 2023.</p> <p>July 2023: XPS have explained that they do not feel it is their responsibility to check the benefit specification template. The Service have contacted their legal party to determine if Weightmans may be able to carry out this exercise. It is still hoped the project will be completed before the end of 2023.</p>	<p>Ongoing</p>

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25 November 2021 A7/21	Address Update XPS Administration - Surrey Fire and Rescue Service Pension Board Report	For the Assistant Chief Fire Officer – Service Support to work with XPS to use a tracing service to confirm addresses for those past retirement or within two years of retirement.	Scheme Manager	<p>July 2022: The cost to proceed with the exercise has been approved and a PO has been sent to XPS to commence with the task.</p> <p>November 2022: XPS have confirmed following discussions with their existing supplier, they will not be using a new supplier. XPS will be able to commence the mortality and address cleanse towards the end of October following the payroll cycle.</p> <p>February 2023: XPS submitted in January the data to their supplier for the address tracing exercise. A verbal update should be provided at the Local Pension Board meeting. XPS will write to the old and the new addresses to confirm the correct address to use.</p> <p>April 2023: XPS have confirmed in their report, that there are several addresses returned. The team at XPS are working through the returns and a verbal update will be provided at the Board meeting.</p> <p>July 2023: XPS have confirmed that this project is continuing with their provider. A revised file is due to be submitted in June. Mortality screening costs are also being considered.</p>	Ongoing
28 July 2022 A7/22	Member Email Address Update	The Board suggested for work to be carried out to try and obtain email addresses for all members, allowing for information to be circulated when needed and	Scheme Manager	November 2022: The Pensions Project Team will shortly be assessing the feasibility of this. The Board is asked to note this will be an extensive task as the current database systems within the Service do not necessarily contain personal email addresses.	Ongoing

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	XPS – Surrey Fire & Rescue Pension Board Report	potentially reducing the risk of losing contact when members move to a different address. The Scheme Manager agreed to consider this and report back to the Board.		<p>February 2023: This is an extensive piece of work and currently there is not the resource to do this. However, the uptake of members creating an account on the member's self-service portal continues to increase which provides a further platform to gain information from members.</p> <p>April and July 2023: No update on this area due to the other tasks within the team which have taken priority.</p>	
10 November 2023 A10/22	Feedback on XPS XPS – Surrey Fire & Rescue Pension Board Report	Board member and XPS representative to provide an update at the February 2023 meeting on whether the complaints had been resolved, and for the representative from XPS to provide more information on the complaint process and the reasons why the three complaints noted were not recorded as formal complaints.	XPS Board Member	<p>February 2023: Update to be provided at the Local Pension Board Meeting</p> <p>April 2023: No further complaints had been logged up to February 2023. However, feedback on the service received from XPS has been less positive recently. Communications are underway with the account manager to work through the next steps.</p> <p>July 2023: No further complaints have been logged up to July 2023. XPS to provide a verbal report at the meeting of the complaint list sent to them in May 2023.</p>	Ongoing
10 November 2023 A11/22	Pension Scams Fire Bulletins	The representative from XPS agreed to provide a report on the XPS strategy in place to combat pensions scams at the February 2023 Board meeting.	XPS	<p>April 2023: XPS will provide a verbal update at the Local Pension Board meeting.</p> <p>July 2023: An update was not provided at the previous meeting. XPS to provide a verbal update at the meeting.</p>	Ongoing

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10 November 2023 A12/22	Risk Register	The board to consider one or two risks, and mitigating actions in place, in detail at each meeting	Scheme Manager	February 2023: due to the implementation of the new risk register format, the Board will consider two actions in detail at the April 2023 meeting. July 2023: This is an ongoing item on the agenda now. The Pension Team suggest to the chair that one or two risks are discussed at each meeting going forward.	closed
24 February 2023 A1/23	Pensions Dashboard Scheme Management Update Report	Members to be provided with an update following a meeting with XPS, scheduled for early March, related to the Pension Dashboard.	Scheme Manager	April 2023: An update on the meeting with XPS has been provided in the Scheme Manager report. July 2023: An update has been provided from Department of Work and Pensions confirming the revised timeline for Pension Dashboards. The new staging date for FRAs will be 31 October 2026	Ongoing
24 February 2023 A3/23	Member Tracing XPS – Surrey Fire & Rescue Pension Board Report	To provide the Board with detail on the number of deferred members that were past retirement age and had not been in contact with XPS.	XPS / Scheme Manager	April 2023: XPS have confirmed in their report of one member whom exceeds normal pension age for a deferred beneficiary. This member is based overseas. Actions will be taken by XPS to locate this member. July 2023: Verbal response to be provided by XPS at the meeting.	Ongoing
27 April 2023 A5/23	XPS – Surrey Fire & Rescue Pension Board Report	XPS to provide detail on the longest failure to meet an estimate target at the next meeting.	XPS / Scheme Manager	July 2023: XPS to provide a verbal update in the meeting.	Ongoing
27 April 2023 A6/23	Risk Register	SFRS to be provided with an update on the McCloud Age discrimination legislation and whether preparations were expected to be ready in time for	XPS / Scheme Manager	July 2023: A meeting took place between the Pension Team and XPS on 21 June 2023. Currently, there are no expected impacts to members or anticipated delays with the preparations for implementation of the legislation in October 2023.	Ongoing

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		the scheduled implementation in October 2023.			
6 July 2023 A7/23	Scheme Manager Report	SFRS to provide the year-end data for the 2022 – 2023 financial year to XPS in order to send out annual Benefit statements by 31 August 2023 and to ensure member records and projections are correct.	Scheme Manager	July 2023: Due to annual leave, the introduction of the new payroll system, the month the pay award was paid to SFRS staff and how the data needs to be extracted from SAP, the deadline of 15 May 2023 to send the data to XPS was not achieved. The Pensions Team has been informed the data is likely to be ready by 31 July. XPS have been notified of this and has received confirmation this should not impact the creation of annual benefit statements.	Ongoing

COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
24 February 2023 A2/23	Scheme Management Update Report	Member to be provided with detail related to the next scheduled date for automatic reenrolment.	Scheme Manager	<p>April 2023: An update on this topic has been provided in the Scheme Manager report.</p> <p>July 2023: The Pension Team suggest this action is now closed as completed. The member has been advised of the next automatic enrolment date and confirmation has been obtained from the payroll team at SCC that the next automatic enrolment date will be May 2025.</p>	Completed

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28 July 2022 A4/22	The Pension Regulator (TPR) six key processes Scheme Management Update Report	That the Board be provided with an annual update on work related to The Pension Regulator – “six processes” factsheet.	Scheme Manager	<p>November 2022: The Pensions Project Team has noted this request and will send an update by the end of January 2023 as this will be one year since the first version of the six processes was analysed and provided to the Board.</p> <p>February 2023: A review of The Pension Regulator (TPR) six key processes has been completed and will be shared with Board members. A review of our policies and processes will take place over the coming months. The next TPR survey is due for completion by 17 February 2023. Any insights from the survey results will be taken on board.</p> <p>April 2023: No further updates have been shared regarding the results of the TPR 2023 survey.</p> <p>Jul 2023: The Pension Team suggest this action is now closed and a new action opened when the responses to the TPR survey are released and a subsequent ‘six processes’ factsheet is provided.</p>	Closed
24 February 2023 A4/23	Risk Register	To provide the Board with details on whether historic data could still be accessed following the transfer to Unit 4.	Scheme Manager	<p>April 2023: An update on the meeting on this topic has been provided in the Scheme Manager report.</p> <p>July 2023: Historic data will be available following the transfer to Unit 4. The Pension Team suggest this action can be closed.</p>	Closed