

**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.

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>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>November 2023: The legislation has been finalised and came into force on 1 October 2023. The LGA have provided draft communications to send to members and the first phase of the GAD calculator will be released to FRAs in November 2023. Letters including Expression of Interest forms were issued to members on 1 November 2023.</p>	Ongoing

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				<p>February 2024: FRAs have a legal duty to contact eligible members. The SFRS pension team have employed the services of ITM, a mortality and tracing specialist, to reach out to several individuals who have not yet responded.</p> <p>April 2024: The tracing exercise is still being arranged as the pensions team need to investigate any potential data protection issues due to the type of personal data being shared. A similar trace was done by the LGPS at Surrey which will hopefully speed up the process. The pension team have started and will continue to calculate and send information to members who have shown an expression of interest, however due to low resource backlogs have built up. Further contact will be made to members to manage their expectation.</p> <p>July 2024: we have been focusing on prioritising the creation and sending out the retained settlement statements to clear the backlog. The DPIA needs to be finalised prior to us commencing the tracing exercise. The pensions team must also look at the procedure for putting the settlements that have been accepted in place which is currently being explored.</p> <p><b>November 2024:</b> The Pension's Team continue to receive completed Expression of Interest (EOI) forms. So far, we have received replies from just over 48.5% of individuals out of the 208 originally contacted.</p> <p>Further work has been undertaken to continue completing the statements as they come in for those</p>	

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				<p>who have requested them so far. The data is in the Scheme Manager's report. The DPIA has now been finalised with the SCC Information Governance team and the contract for engaging the tracing company is with SCC legal team for approval. Work is underway with the SCC Payroll and Income Management team to ensure the right mechanisms are being adopted to process payments for those who have asked for this.</p>	
<p>30 April 2020 A20/20 (Informal meeting due to Covid-19)</p>	<p>GMP Exercise Administration Update (1 January 2020 - 31 March 2020)</p>	<p>The Pensions Support &amp; 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>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.</p> <p>November 2023: Weightmans have reviewed the benefit specification and are liaising with Mercers with a view to final sign off.</p>	<p>Ongoing</p>

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				<p>February 2024: It was noted at the Board meeting that officers were awaiting a final update from XPS. The representative from XPS confirmed that a report had been received from Mercer and XPS were due to meet with Mercer for a discussion.</p> <p>April 2024: A further update request has been made to XPS/Aptia (Mercer). XPS have confirmed that Aptia will come back to the pensions team when able.</p> <p>July 2024: Aptia have sent implementation data to SFRS which was forwarded to XPS. The pensions team will continue to keep an eye on its completion.</p> <p><b>November 2024:</b> XPS still have the data which was sent to them. The Pensions team have requested an update from them, and we await a response.</p>	
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	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.	Ongoing

				<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> <p>February 2024: XPS confirmed at the Board meeting that a basic unit price had been received and that they were awaiting information on the scheme members that needed to be covered.</p> <p>April 2024: XPS have confirmed tracing for 'gone away' members will continue. We have confirmed with XPS that this will now form part of the Pensions Dashboard preparations and will be picked up under the work done for that. This will avoid duplication and additional work/cost. XPS will keep the pension team informed.</p> <p>July 2024: No further update has been given however, flock as mentioned above, this will now form part of the Pensions Dashboard preparations, so no further update is expected now.</p> <p><b>November 2024:</b> As per July 2024.</p>	
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	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	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>which provides a further platform to gain information from members.</p> <p>February 2024: No update on this area due to the other tasks within the team which have taken priority.</p> <p>April 2024: Work email addresses for all active members have been supplied to XPS. The pensions team will work with XPS to provide any further information they hold once other priorities ease.</p> <p>July 2024: The pensions team continue to work with XPS to supply them with any contact details they require.</p> <p>November 2024: As per July 2024.</p>	
27 April 2023  A6/23	Risk Register	SFERS to be provided with an update on the McCloud Age discrimination legislation and whether preparations were expected to be ready in time for the scheduled implementation in October 2023.	XPS / Scheme Manager	<p>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.</p> <p>The Chairman noted that orders had recently been laid before parliament and asked that Members were briefed on any issues within the next few weeks following the July meeting of the Board.</p> <p>November 2023: The legislation came into force on 1 October 2023. The Pension Team are working on a further data collection exercise to extract member</p>	Ongoing

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				<p>historical tax information from payroll records. This is needed to input in the GAD calculator. There have been 3 retirements, in October, in scope of remedy and their benefits have been processed and paid on time, in accordance with the Remedy legislation.</p> <p>February 2024: The pension team continue to liaise with XPS to ensure all relevant information is available to prepare Remediable Service Statements (RSS) to each cohort of members.</p> <p>April 2024: In March the pensions team supplied the data for the first cohort of membership to XPS and will continue to do so when requested. XPS will continue to update on the progress of the RSSs.</p> <p>July 2024: The pensions team have continued to supply the required GAD data to XPS for all cohorts of membership. They are currently at the point of tidying up any unusual / outstanding cases. As before, XPS will continue to update on the progress of the RSSs.</p> <p>November 24: This work is ongoing.</p>	
A1/24	Scheme Manager Report	In regard to the McCloud - Age Discrimination Remedy, officers agreed to provide a report on progress against the plans for those who retired before October 2023 outside of the meeting.	Scheme Manager	<p>April 2024: The pensions team will request details from XPS about how these cases will be treated.</p> <p>July 2024: Pre-October 2023 retirements will be issued with the required IC / RSS by XPS to make a decision on Remedy options.</p>	Ongoing

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				November 24: As per July. Once the ABSs are processed this information will be in the statements.	
A2/24	Scheme Manager Report	It was agreed to include an update on the progress of the Annual Benefit Statements for 24/25 within a future Scheme Manager Update Report. It was further agreed to circulate the log of exceptions with members of the Board for consideration at a future meeting.	Scheme Manager	<p>April 2024: Work is currently being carried out by payroll/the pensions team to provide end-of-year data to XPS to produce the combined ABS/RSS for 2024.</p> <p>July 2024: The End-Of-Year (EOY) return for 2023/24 has yet to be issued to XPS. The data was due to be supplied by the payroll team by the end of May 2024. This was requested 2 months prior to this date but has still not been produced. This could delay the issuing of some statements by the deadline of August 31, 2024. The pensions team continue to remain in close contact with the payroll team to do as much as possible to support them in getting the data to XPS as soon as possible.</p> <p><b>November 2024:</b> On the 02 November the payroll team confirmed that the End of Year Data reports had been built and were currently undergoing testing by the Payroll Operations Team. They anticipate that the testing will be completed by the end of the week commencing 4th November 2024.</p> <p>We will provide further updates on timetables as soon as the testing has been completed. We will be also communicating this out to all staff who this affects</p>	Ongoing



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A6/24 25 July 2024	Scheme Manager Report	Retained Settlement – Matthew’s cases – It was agreed that officers share the total number of members in the population to compare with the 208 who had been contacted. The Scheme Manager agreed to provide this information outside the meeting.	Scheme Manager	<b>November 2024:</b> This information has been provided outside the meeting as agreed.	Complete
A7/24 25 July 2024	Scheme Manager Report	Unit 4 Payroll Adjustments – A member inquired whether officers were aware of the total number of affected members and whether they had been notified about the issue and its resolution. Officers confirmed that Payroll was actively addressing the issue and correcting contributions. Officers agreed to request an update from Payroll to ensure that impacted members are informed of the situation and the expected resolution timeline.	Scheme Manager	<b>November 2024:</b> Payroll have been contacted and we await a response with more information.	Ongoing
A8/24 25 July 2024	Risk Registers	It was agreed that, moving forward, risk registers should include Red, Amber, Green (RAG) ratings to provide clearer visibility of risk levels. Resolved:	Scheme Manager	November 2024: This has been incorporated into this boards risk register.	Complete

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A9/24 25 July 2024	Scheme Manager Report	The Pension Team to meet with the relevant department after the Board meeting to discuss the delayed End-of-Year (EOY) return for 2023/24, emphasising the importance of timely updates on any further delays in issuing Annual Benefit Statements / Remediable Service Statements. The Board to be regularly updated on timelines.	Scheme Manager	November 2024 - the pensions team of been in contact with the payroll team on several occasions since the last board meeting. As of two days ago it has been confirmed that they have now been able to produce a report which will draw down on the data required by XPS for the benefit statements. This is currently in testing stage and we will know more by the end of this week.	
A10/24 25 July 2024	Scheme Manager Report	In regard to Guaranteed Minimum Pension (GMP) Rectification, the representative from XPS confirmed that the data would be with their projects team and that an update would be provided at the next meeting.	XPS / Scheme Manager	<b>November 2024</b> - XPS have been requested to provide an update on this and we await their response.	Ongoing
A11/24 25 July 2024	XPS – Surrey Fire & Rescue Pension Board Report	In regard to Complaints, it was requested that the charts be amended to clearly distinguish between 'live' cases and 'completed' cases.	XPS	<b>November 2024</b> - this has been carried out by XPS and is reflected in the report.	Complete
A12/24 25 July 2024	XPS – Surrey Fire & Rescue Pension Board Report	A Member asked that XPS include data from previous quarters to enable members to compare trends over time. The representative confirmed that this data would be incorporated into the updated report template, which would be presented at the	XPS	November 2024 - XPS to provide in the meeting.	Ongoing

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		next meeting. The Chairman additionally requested that future reports include monthly backlog data to provide clearer insight into what is being carried over.			

**COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED**

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A3/24 -	XPS – Surrey Fire & Rescue Pension Board Report	A Member of the Board stated that he was aware of members of the Pension scheme who had not received their pension forecast figures on time and further stated that members of the scheme were frustrated with the lack of information. The Chairman requested the detail be shared with XPS allowing an investigation.	Scheme Manager / Board Member	July 2024; the Chairman noted that the information had not yet been shared with XPS and requested that the Member contact XPS directly if any issues remained.	closed
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A4/24	XPS – Surrey Fire & Rescue Pension Board Report	A4/24 – The Chairman asked for detail on data included within the 'general' section within the tables under Completed Cases by Month. The representative from XPS would seek more information to be shared with the Board and the Pensions Team.	XPS	July 2024: the representative from XPS explained that the "general" category was used for items not already specified within the service level agreement.	closed
A5/25	XPS – Surrey Fire & Rescue Pension Board Report	A5/24 - it was agreed that it would be beneficial for XPS and the Pension Team to liaise further in order to better understand each other's processes.	Scheme Manager / XPS	July 2024: the representative from XPS informed the Board that they had met with the Pension Team to discuss each other's processes and explore ways to maximise collaboration from both sides.	closed