

Projects October - December 2024

Projects completed:

1. Consumer Insights:

Understand our current service provision and areas of improvement. Procure provider to undertake independent customer feedback across the whole one pensions team.

Status: Feedback received from the Focus Groups has been analysed with work being carried out to improve the member experience. There will be a second phase of this project in 2025.

Ongoing projects:

2. Internal Documents & Standards:

There was no standardisation of document storage location. With the removal of the G drive, it is an appropriate time to look at moving documents from the G drive to an agreed location moving forward, where standardisation can be developed. A new SharePoint site has been created and the majority of teams are now using this for document storage.

Status: Final team will be moving to the new SharePoint site shortly. Then to liaise with IT to change the G Drive to read-only.

3. Lunch & Learn programme: Fortnightly sessions held virtually to cover both wellbeing topics alternated with more technical/topical work-related topics.

Status: Lunch & Learn sessions still well attended and sessions into 2025 are being scheduled.

4. GMP:

There is a requirement to establish a guaranteed minimum pension for all members, recalculation and updating records required. This work is being carried out by Mercer alongside the Surrey Pension Team.

Status: Working with Mercer on a plan for the works to be carried out by February 2025.

5. McCloud:

As a result of the McCloud case judgement, all public sector pension schemes must revisit their CARE schemes to revise underpinning calculations. There are two stages: the first to gather information from employers/payroll providers. This was validated using a third-party provider (ITM). The second stage will be the updating of records now that regulation has been finalised, with 2 years to correct records from that point.

Status: Testing of the Altair interface currently underway. The team are working on errors which have arisen before moving to the next stage and plan to go live.

6. Digital Transformation:

Digital transformation is a key ingredient to our strategic plan to ensure that we continue to innovate and use our resources as efficiently and effectively as possible. The SCC Digital Design Team have completed their discovery process to understand the improvement areas and opportunities that will enable us to be innovative and fit for purpose with particular reference to those where a digital solution will have a beneficial impact.

Status: To address key recommendations based on the outcomes of the SCC Digital Design Team discovery report.

7. Governance:

It is crucial for the SPF to minimise conflicts of interests with its Local Authority and to ensure it is isolated from a changing political landscape to effectively enact its role as guardians and stewards of the pension fund in perpetuity. Additionally, the Fund wishes to have the autonomy to manage the service to enable optimal outcomes for its customers. This project seeks to understand how we can achieve these aims by examining changes to governance, staffing, systems, and infrastructure. The first phase will concentrate on identifying potential changes to our governance then conducting stakeholder engagement to get buy in to these principles.

Status: The business case was noted and approved at SCC Corporate Leadership Team and Full Council in October.