

**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.

Meeting date 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 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.</p> <p>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>November 2024: The Pension's Team continue to receive completed Expression of Interest (EOI) forms.</p>	Ongoing

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				<p>So far, we have received replies from 101 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 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>February 2025: ITM have been appointed to facilitate the tracing exercise on behalf of SFRS to attempt to contact the individuals who have not responded to initial communications from the Pension Team. An analysis of current project numbers is included in the Scheme Managers report.</p> <p>April 2025: To date, ITM has successfully traced 90% of the individuals identified as within the scope of the exercise. These individuals have been contacted to encourage their participation. Additionally, the Pension Team has sent follow-up communications to those who have either failed to respond or previously indicated a negative response.</p>	
30 April 2020 A20/20	GMP Exercise & Scheme Manger Report	The Pensions Support & Development Manager will consult with the Assistant Chief Fire Officer – Service Support	Scheme Manager	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	Ongoing

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(Informal meeting due to Covid-19) (A10/24 25 July 2024 merged)	Administration Update (1 January 2020 - 31 March 2020) July 2024: Scheme Manager Report	on the next steps concerning the Guaranteed Minimum Pension (GMP) reconciliation - the new Project Manager to assist. July 2024: XPS representative confirmed data would be with their projects team and that an update would be provided at the next meeting.		been received from Mercer and XPS were due to meet with Mercer for a discussion. 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. 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. November 2024: XPS still have the data which was sent to them. The Pensions team have requested an update from them, and we await a response. April 2025: XPS to provide an update on progress of this exercise.	
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 the scheduled implementation in October 2023.	XPS / Scheme Manager	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. 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. November 24: The pension team are working on remaining data required for Inter Service Transfers. This is reliant on other FRAs providing relevant information for which is being chased.	Ongoing

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				<p>February 2025: The pension team continue to work on providing data to XPS when required. The ABS/RSS are still outstanding as these require the year end return data to be submitted to XPS. The Pension team continue to work with payroll to get this finalised.</p> <p>April 2025: The year end data reports have been submitted to XPS on 18/3/25. XPS to provide timeline with regards to RSS production.</p>	
A1/24 8 February 2024	Scheme Manager Report	Regarding 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 decide on Remedy options.</p> <p>November 24: As per July. Once the ABSs are processed this information will be in the statements.</p> <p>February 2025: Awaiting year end data return to be finalised before this can be updated.</p> <p>April 2025: Once the year-end data has been verified and uploaded into XPS systems, the IC/RSS will be issued to affected members as required.</p>	Ongoing
A2/24 8 February 2024	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	Scheme Manager	<p>April 2024: Work is currently being conducted 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</p>	Propose closing item

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		members of the Board for consideration at a future meeting.		<p>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>November 2024: 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>Further updates on timetables will be provided as soon as the testing has been completed.</p> <p>February 2025: The year end data has been scrutinised by the Pension team prior to submitting to XPS. Several errors have been identified which need to be rectified. The team anticipates the reports will be ready for XPS by February 2025.</p> <p>April 2025: The year-end data was submitted to XPS on 18/3/25. XPS will confirm the timeline for publishing ABS/RSS once the data has been scrutinised and verified.</p>	
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	Scheme Manager	<p>November 2024: Payroll have been contacted, and we await a response with more information.</p> <p>February 2025: Two individuals have been identified who have been auto enrolled into the LGPS rather than the Fire Scheme. The Pension team are currently</p>	Ongoing

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		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.		investigating this with payroll and will be contacting the individuals concerned. April 2025: During the year-end data review, additional errors have been identified concerning historical contributions that have been incorrectly deducted for a small group of members. The Pension Team is currently seeking legal advice on the best approach to rectify these errors.	
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 have 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. February 2025: The Pension team have identified several errors in the data reports and are working with payroll to rectify these before submitting to XPS. April 2025: The year end data reports were submitted to XPS on 18/3/25. We await confirmation of timeline for publishing the statements once data has been scrutinised and verified by XPS.	
A1/25 6 February 2025	Scheme Management Update Report	Scheme Manager and substitute Board member to directly contact the eight scheme members that had refused the offer resultant from	Scheme Manager	April 2025: These members have been contacted and provided with additional information regarding the Matthews Options exercise, including references to the LGA and FBU websites to verify the project's legality.	Propose closing item

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		the Matthews retained settlement determination.		The Pension Team has also reached out again to all individuals who have not responded so far.	
A2/25 6 February 2025	Scheme Management Update Report	Employee representatives to use existing employee and former employee networks to understand concern that scheme contact about the Matthews retained settlement is fraudulent.		April 2025: The Pension Team has reached out again to all individuals who have not responded so far, providing further information regarding the Matthews Options exercise. The communications include references to the FBU and LGA websites to reassure members of the legality of the project. The Pension Team are also offering personal/MS Teams meetings to discuss member options and concerns	Propose Closing item
A3/25 6 February 2025	Scheme Management Update Report	The Scheme Manager to send communications to scheme members on the progress with issuing Annual Benefit Statements and Remediable Service Statements.	Scheme Manager	April 2025: An update to members on progress with ABS/RSSs was published in SFRS News in February. A further communication regarding RSSs was published in March.	Propose to close
A4/25 6 February 2025	Scheme Management Update Report	Include an item on Member Contribution Structure Review for the next meeting of the Board.	Scheme Manager	April 2025: SFRS provided a response to the HO consultation in January 2025, and this is published on the Pensions Information SharePoint site. A formal response is awaited from the Home Office. An item will be included in a future Board meeting once the legislation has been confirmed.	Propose closing item
A5/25 6 February 2025	The Pensions Regulator's General Code of Practice Compliance	The Board to receive the new Internal Dispute Resolution Policy at a future meeting.	Scheme Manager	April 2025: In accordance with the recommendations within the Pension Regulator's Single Code of Practice, the SFRS IDR Policy has been reviewed and redrafted by the Pensions Team. This has been written to align with the Surrey Pensions Team IDR Policy and has been reviewed by both the Surrey Pensions	

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				Team and the legal team at Weightmans. The policy has been approved at the Workforce Working Group (WWG) meeting on the 26 March. The policy requires a minor constitution amendment which will be ratified at the next Council meeting in May 2025.	
A6/25 6 February 2025	The Pensions Regulator's General Code of Practice Compliance	The Systems of Governance module RAG rating to be reviewed.	Scheme Manager	April 2025: The RAG ratings have been updated as requested by the Board at the last meeting	
A7/25 6 February 2025	The Pensions Regulator's General Code of Practice Compliance	The Board to receive an item on the financial reporting requirements for unfunded pension schemes, such as the SFRS pension scheme, at a future meeting.	Scheme Manager	April 2025: The Finance team have been invited to attend a future Meeting to report on the finance requirements and reporting for the scheme. It is understood that Rose Ellerton from Finance will be attending the board.	
A8/25 6 February 2025	The Pensions Regulator's General Code of Practice Compliance	The Board to receive regular updates on progress against the checklist, either as a separate item or included as part of the Scheme Management Report.	Scheme Manager	April 2025: The IDR policy has been reviewed and redrafted in accordance with The Pension Regulator's (tPRs) recommendations and guidance.	Propose this item to be closed
A9/25 6 February 2025	Surrey Fire & Rescue Authority Pension Board Report	Monitor lump sum payments made on day of retirement at future meetings.	Scheme Manager	April 2025: This is included in the XPS report for review.	

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A10/25 6 February 2025	Surrey Fire & Rescue Authority Pension Board Report	Include the Online Pension Portal facility in the induction process for new Scheme members.	Scheme Manager	April 2025: This is included in the Pension Team's presentation to new recruits and details provided in the Pension information handouts at the 'New Starter' sessions.	Propose this item to be closed

COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED

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A11/24 25 July 2024	XPS – Surrey Fire & Rescue Pension Board Report	Regarding Complaints, it was requested that the charts be amended to clearly distinguish between ‘live’ cases and ‘completed’ cases.	XPS	February 2025: This has been conducted by XPS and is reflected in the report.	Closed
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 next meeting. The Chairperson additionally requested that future reports include monthly backlog data to provide clearer insight into what is being carried over.	XPS	February 2025: XPS to provide in the meeting.	Closed
A13/24	Pension Dashboards	Public Sector Pension Schemes are expected to connect to pension dashboards in October 2025	SFRS/ XPS	February 2025: XPS will be connecting to the dashboard via existing pension software and are currently reviewing data in advance of the connection deadline. XPS to provide progress update in the meeting.	Closed