

## SURREY LOCAL 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 green 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.

|            |                      |                    |                  |
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| <b>KEY</b> |                      |                    |                  |
|            | No Progress Reported | Action In Progress | Action Completed |

| Date of meeting and reference        | Item   | Recommendations/Actions  | To                              | Response  | Progress |
|--------------------------------------|--|--|---------------------------------|---|----------|
| 27 July 2015<br><br><b>A1/15</b>     | Knowledge and Understanding  | Board Members to advise the Board's scrutiny officer when training is completed.   | Board Members                   | There are notifications of completed training outstanding, and the Board are asked to advise the Democratic Services Assistant once completed. The training log is regularly updated.   | Ongoing  |
| 13 February 2020<br><br><b>A1/20</b> | Action Tracker - ITM analysis annex 2 to February's Board meeting which included a summary of the backlog. | Members will be provided with an update concerning the six cases within the frozen refund population ahead of the statutory deadline under the 2013 Regulations. | Head of Pensions Administration | <p>The ITM analysis identified 6 members who were entitled to a refund but had not claimed payment within the 5 year deadline. The PAT have implemented a new process to ensure that members who are approaching the 5 year deadline but haven't claimed their refund are sent a reminder. A quarterly report will also be sent to the Employer and Governance Manager detailing the frozen refund members who have not claimed payment within the statutory 5 year deadline, and those that are paid a refund after the 5 year deadline. This will form part of the Funds Breach Reporting.</p> <p>Nov 2021: report requested from SAS Team – this will form part of breach reporting going forward.</p> <p>Update November 2020 - members with frozen refund payments had been contacted. One third had</p> | Ongoing  |

| Date of meeting and reference    | Item  | Recommendations/Actions   | To                          | Response   | Progress |
|----------------------------------|---|---|-----------------------------|--|----------|
|                                  |   |   |                             | <p>so far responded and the team were undertaking repayments. She further explained how the team were trying to track members and that if they could not access them within five years of their leaving then a breach of law would have to be declared, unless they were settled into an escrow account.</p> <p>Officers have arranged for HSBC to set up an escrow style account for discharging refunds approaching the five-year and death grants approaching the two-year deadlines. We are waiting for confirmation from HSBC that the account is operational.</p> <p>Nov '21: Although all the preparation work for an escrow style account has been completed, unfortunately, HSBC has been completely unresponsive despite innumerable reminders. It is difficult to suggest a possible completion date given HSBC's lack of engagement.</p> <p>It is important to note that, although escrow style accounts are effective for death grants, they may not be suitable for refunds for technical reasons.</p> |          |
| 13 February 2020<br><b>A3/20</b> | Summary of the Pension Fund Committee Meeting of 20 December 2019 | That Members of the Board and Fund Committee have future training alongside each other. | Pensions Finance Specialist | The training plan will be presented to the Board annually. The Training Plan for 2021/22 will be presented at the May 2021 meeting.  | Ongoing  |
| 5 August 2021<br><b>A1/21</b>    | Admin Update  | That the Board be sent the members' newsletter before the next meeting.                 | ?                           |  |          |

| Date of meeting and reference | Item           | Recommendations/Actions  | To                        | Response | Progress |
|-------------------------------|----------------|--|---------------------------|----------|----------|
| 5 August 2021<br>A2/21        | Risk Registers | That officers work with the Chairman on presenting the risk register | Strategic Finance Manager |          |          |

COMPLETED (Will be deleted from tracker for next meeting)

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| 25 April 2019<br>A18/19                     | Compliance With the Pensions Regulator's Code of Practice No. 14 | Members are to complete the pensions regulator's toolkit.  | Board Members  | Members continue to complete regulator's toolkit training.  | completed |
| 13 February 2020<br>A8/20                   | Recent Developments in the LGPS                                  | The Board will receive an update on the possible remedy to the McCloud judgement concerning the extension of the underpin.                 | Pensions Governance and Employer Manager                                   | The latest developments are considered in the LGPS update paper.  | Completed |
| 22 May 2020<br>A13/20<br>(informal meeting) | Administration Update (1 January to 31 March 2020)               | The Board will be kept informed on progress on key projects – New System design, Legacy Removal & Prevention, i-Connect; Pension Increase. | Pensions Service Delivery Manager/Pensions Support and Development Manager | The update is provided in the administration report.<br><br>Nov 2021: This is now a regular item in the admin report  | Completed |
| 12 Nov 2020<br>A17/20                       | Admin Performance Update   | That a column be added to the KPI table to show longstanding outstanding cases to provide a focus on the backlog.                          |  | Although the Administration Team is currently working on a format for reporting on the older cases with more detail, it is a work in progress and it will not be ready in time for the February 2021 meeting.<br><br>Nov 2021: Now included in the performance report | completed |

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| 22 May 2020<br>A14/20<br><br>(informal meeting) | Administration Performance Report Quarter 4 | The process note regarding new starters and transfers-in would be provided to the Board in due course. | Pensions Service Delivery Manager | Work on the new starter process is still ongoing, a meeting will be held between officers. | Completed |
| 13 February 2020<br>A2/20                       | Forward Plan                                | The Board is to receive an annual update on Cyber Security.  | Pensions Finance Specialist       | Nov 2021: added to Forward Plan for 2022.  | Completed |