

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>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> <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>	Ongoing

Item 5

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
				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.	
30 April 2020 A16/20 & A1/22 (combined) 13 January 2022 A1/22	10% Project Action Tracker and Risk Register	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. B) A risk to be added to the Risk Register concerning Pensionable Pay - particularly in relation to Duty Systems. Regarding the 10% pensionable pay, the Scheme Manager agreed to circulate details on the communication timeline for each priority group to members of the Board.	Scheme Manager	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. A communication was sent to all members to notify them of the current status of the project. 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 will shortly be sent a communication and Priority Group 2 members will also be contacted. The project timeline will be updated and circulated to the Board shortly. 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	Ongoing

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				<p>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> <p>November 2023: The Pension Team have revisited the Priority group data as there has been some member movement between groups since the project was paused. Letters have been drafted and calculations have been completed for Priority Group 5 (active members) and these will be issued in November 2023.</p>	
<p>30 April 2020</p> <p>A20/20</p> <p>(Informal meeting)</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</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>Ongoing</p>

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due to Covid-19)		(GMP) reconciliation - the new Project Manager to assist.		<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.</p> <p>November 2023: Weightmans have reviews the benefit specification and are liaising with Mercers with a view to final sign off.</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> <p>November 2023: XPS to provide update on progress of the project</p>	Ongoing

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28 July 2022 A7/22	Member Email Address Update XPS – Surrey Fire & Rescue Pension Board Report	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 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.	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. 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. November 2023: No update on this area due to the other tasks within the team which have taken priority.	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	April 2023: XPS will provide a verbal update at the Local Pension Board meeting. July 2023: The representative from XPS provided Members with an overview of scams related to members of a pension scheme transferring their benefits to another scheme and being subject to high unauthorised payment charges. Members noted some examples of scams, and that XPS staff attended annual refresher training on pension scams and the processes in place to address suspicious activity.	The Pensions Team suggest this action can now be closed
24 February 2023 A3/23	Member Tracing	To provide the Board with detail on the number of deferred members that were past	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.	Ongoing

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	XPS – Surrey Fire & Rescue Pension Board Report	retirement age and had not been in contact with XPS.		<p>July 2023: the representative from XPS explained that they had not received a response from the scheme member who was believed to be overseas. The Chairman asked that XPS continue with their efforts to contact the scheme member.</p> <p>November 2023: XPS to provide verbal update.</p>	
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	<p>July 2023: the representative from XPS confirmed that the longest delay was 55 days however the case had been incorrectly logged due to an administrative oversight and was not a normal occurrence. The Chairman asked that data on the longest delay be included in future reports from XPS.</p> <p>November 2023: XPS to include this information in their report to the Board and provide a verbal update at the meeting.</p>	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 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</p>	Ongoing

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				further data collection exercise to extract member 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.	
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	<p>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.</p> <p>November 2023: Year-end data and pay award data was submitted to XPS on 7 August 2023. However, Annual Benefit Statements were not published by the deadline of 31.8.23, due to the introduction of new payroll software and associated issues with extracting the relevant pay data. This incident has been assessed in accordance with the Pension Regulator guidelines and will be recorded, by the Pension Team, as an internal breach of responsibilities. The ABS's are expected to be published by XPS by the end of November 2023.</p>	Ongoing

COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED

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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	February 2023: Update to be provided at the Local Pension Board Meeting 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. 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. The Board agreed to close the action as no further complaints had been received.	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 The Board agreed to close the action as no further complaints had been received. The Board agreed to close the action as the detail was being reported within other standing items.	Closed

<p>10 November 2023 A12/22</p>	<p>Risk Register</p>	<p>The board to consider one or two risks, and mitigating actions in place, in detail at each meeting</p>	<p>Scheme Manager</p>	<p>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.</p> <p>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.</p> <p>The Board agreed to close the action</p>	<p>closed</p>
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