

**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

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
				<p>have been completed for Priority Group 5 (active members).</p> <p>February 2024: The Pensions Team continues to be under-resourced, so Matthews and McCloud work continues to take priority. However, it is hoped that work can recommence on this project in the next few months</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 & 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>Ongoing</p>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
				<p>November 2023: Weightmans have reviewed the benefit specification and are liaising with Mercers with a view to final sign off.</p> <p>February 2024: There are a few outstanding queries with XPS to resolve before final sign off.</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	<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>February 2024: XPS to provide update on progress of the project</p>	Ongoing
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	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	Ongoing

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
	XPS – Surrey Fire & Rescue Pension Board Report	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.		member's self-service portal continues to increase which provides a further platform to gain information from members. February 2024: No update on this area due to the other tasks within the team which have taken priority.	
24 February 2023 A3/23	Member Tracing XPS – Surrey Fire & Rescue Pension Board Report	To provide the Board with detail on the number of deferred members that were past retirement age and had not been in contact with XPS.	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. 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. February 2024: XPS to include this information in their report to the Board and/or provide a verbal update at the meeting.	Ongoing
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	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.	Ongoing

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
				February 2024: XPS to include this information in their report to the Board and provide a verbal update at the meeting.	
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 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.</p> <p>February 2024: The pension team continue to liaise with XPS to ensure all relevant information is available to prepare Remediabale Service Statements to each cohort of members.</p>	Ongoing
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	Scheme Manager	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	Ongoing

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
		annual Benefit statements by 31 August 2023 and to ensure member records and projections are correct.		<p>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> <p>February 2024: The Annual Benefit Statements were not published by the end of November 2023. This was due to challenges in extracting the correct pay data following implementation of new payroll software as well as ensuring the two back dated pay awards were allocated correctly. The Pension Team worked collectively with payroll to resolve the errors and the year end data was submitted to XPS on 14 January 2024.</p>	

COMPLETED RECOMMENDATIONS/REFERRALS/ACTIONS – TO BE DELETED

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress
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	<p>April 2023: XPS will provide a verbal update at the Local Pension Board meeting.</p> <p>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.</p> <p>November 2023 – the Board agreed to close this action.</p>	Closed