



**DEVON &
SOMERSET**
FIRE & RESCUE SERVICE

LOCAL PENSION BOARD

Date of Meeting: Wednesday 9 September 2020, at 3.00 pm via Webex Video Conference

A G E N D A

ITEM NO.	ITEM TITLE
1.	<u>Apologies</u>
2.	<u>Conflict of Interest Declaration</u>
3.	<u>Notes</u> (Pages 1 - 4) Notes of the meeting held on 24 June 2020 attached
4.	<u>Review of Actions</u> (Pages 5 - 6) Log of "open" actions attached.
5.	<u>Training Update</u> (Pages 7 - 8) Current training log attached.
6.	<u>Correspondence Update</u> (Pages 9 - 10) Log of correspondence received and circulated to Board Members since the last meeting attached.
7.	<u>Website</u> To confirm that the website is up-to-date.
8.	<u>Scheme Manager Update</u> (Pages 11 - 14) Paper attached.
9.	<u>Consultation on Draft Template FPS Administration, Management and Governance Strategy</u> (Pages 15 - 42) Paper attached.
10.	<u>Potential Key Performance Indicators for the Service and Board</u> (Pages 43 - 48) Paper attached.

ITEM NO.	ITEM TITLE
11.	<u>Risk Register</u> (Pages 49 - 52) To review the latest version (v1.07) of the register (attached).
12.	<u>Firefighters' Pensions Scheme Annual Conference 2020</u> (Pages 53 - 56) Paper attached.
13.	<u>Topics of Interest</u>
	(a) <u>McCloud/Sargeant</u>
	(b) <u>O'Brien/Matthews</u>
14.	<u>LPB Work Programme</u> (Pages 57 - 58) Attached. To review programme and items for LPB meeting in December 2020.
15.	<u>Date of Next Meeting</u> 15.00hours, Wednesday 9 December 2020.

Board Membership

*Scheme Manager
Representatives:*

Mike Pearson
Satnam Singh Rai
Amy Webb
Cllr George Wheeler

*Scheme Member
Representatives:*

Andy Hallam
James Leslie
Peter Redbourn
Ben Redwood

Other Attendees:

Steve Pope (Delegated Scheme Manager)
Caroline Gourlay (Rewards & Benefits Manager)
Steve Yates

Agenda Item 3

LOCAL PENSION BOARD
24 June 2020

Present:

*Scheme Manager
Representatives:*

*Scheme Member
Representatives:*

Other Attendees:

Mike Pearson (MP) (Ch)
Satnam Singh Rai
(SSR)
Amy Webb (AW)
Cllr George Wheeler
(GW)

Andy Hallam (AH)
James Leslie (JL)

Peter Redbourn (PR)
Ben Redwood (BR)

Steve Pope (SP) (Delegated Scheme Manager)
Caroline Gourlay (CG) (Rewards & Benefits Manager)

Steve Yates (SY) (Note-taker)
Helen Scargill (HS) (West Yorkshire Pension Fund)
Victoria Wallens-Hancock (VWH) (Cornwall Council)

MIN NO.	ITEM TITLE
LPB/20/13	<u>Conflict of Interest Declaration</u> No new interests were declared.
LPB/20/14	<u>Notes</u> The Notes of the meeting held on 18 March 2020 were AGREED .
LPB/20/15	<u>Review of Actions</u> CONSIDERED updated Board Action Log listing both Open and Closed Actions. Closed Actions would not be included in future updates. It was noted that: <ul style="list-style-type: none"> • the KPIs Action had been closed (it had been merged with the other KPI action); • the new Board Member inductions action had been closed; • the action on KPIs for Board Effectiveness remained open but was progressing; • the Risk Register action featured elsewhere on the agenda for this meeting; • the Work programme action was closed and featured elsewhere on the agenda for this meeting; • the Scheme Member representative appointment action was closed; • re: the cyber security action, a copy of the West Yorkshire Pension Fund (WYPF) business continuity plan had been received; • the tPR self-assessment had been updated and featured elsewhere on the agenda for this meeting. This action was closed; • the Fixed Term Contracts (FTCs) pensionability action was still open; • a new Action had been added on making WYPF reports available to Board Members on a secure part of the Authority's website rather than by e-mail.
LPB/20/16	<u>Training Log Update</u> NOTED latest version of the log identifying training undertaken by Board Members. Some were out of date re: review and would need to be completed. BR had to date completed four out of seven modules.

MIN NO.	ITEM TITLE
LPB/20/17	<p data-bbox="339 219 683 253"><u>Correspondence Update</u></p> <p data-bbox="339 282 1442 349">NOTED latest version of the log listing all correspondence received and circulated to Board Members since the last meeting.</p>
LPB/20/18	<p data-bbox="339 378 692 412"><u>Scheme Manager Update</u></p> <p data-bbox="339 423 1461 490">CONSIDERED paper summarising current pension matters both locally and nationally which required input from the Service. In particular, the paper addressed:</p> <p data-bbox="435 506 963 539"><i>Pension Surveys and Annual Returns</i></p> <p data-bbox="435 555 1441 622"><i>Pension Communications (Annual Benefit Statements; Covid19 and the Firefighters Pension Scheme)</i></p> <p data-bbox="435 638 1485 806">CG confirmed that the end of year data had been submitted to WYPF and HS confirmed that all queries relating to this had been addressed. WYPF was now accuracy checking the statements prior to issue. Monthly pension reporting was fully up-to-date and was now being done automatically (albeit with some manual adjustments). The LGA had provided a lot of support via its new webpage.</p> <p data-bbox="435 822 1485 1124">SP provided an update on the issue of Fixed Term Contracts (FTCs) and eligibility to join Scheme. Legal advice had been obtained by the Scheme Advisory Board but this could not be released at present. SP was looking to discuss this with the Legal Advisor and potentially obtain the advice via a non-disclosure agreement to assess the impact of potentially joining the scheme. The Service had previously considered those on FTCs could join the scheme. If not, there would be the option to join the Local Government Pension Scheme (LGPS) but this would not have the default of the added compensation scheme and so was not desirable for operational staff.</p> <p data-bbox="435 1140 1369 1207"><i>Pension Projects (Transition Protection Judgement; New Claim on Transitional Protections; O'Brien v Ministry of Justice)</i></p> <p data-bbox="435 1223 1453 1290">These cases were still ongoing. HS advised that, for fire and rescue services, the O'Brien case was now being referred to as the Matthews case.</p> <p data-bbox="435 1305 1490 1473">AH commented that it seemed it would not take three years to secure a remedy when previously it had been two and enquired whether this had been communicated across the Service. AH commented that delays in securing a remedy would result in an impact on more people (particularly those due to retire in the next two to three years).</p> <p data-bbox="435 1489 1485 1624">HS advised that three years was currently an assumption. A consultation document that should provide more information/clarification was expected shortly, with the Home Office indicating that this was likely to be available before next remedy meeting on 17 July.</p> <p data-bbox="435 1639 1393 1740">MP commented that it was the responsibility of Scheme Manager to keep Scheme Members informed of important issues, so communications on remedies and timescales would be required.</p> <p data-bbox="435 1756 1442 1856">ACTION SP and CG to consider issuing some interim communications at the earliest opportunity, following discussion with AH and BR as to appropriate content.</p> <p data-bbox="435 1872 820 1906"><i>Reporting Breaches of Law</i></p> <p data-bbox="435 1921 1177 1955">There had been no breaches to report since last meeting</p>

MIN NO.	ITEM TITLE
	<p><i>Internal Dispute Resolution</i> None since last meeting</p> <p><i>Pension Administrator Quality of Service</i> Of a reasonable standard. Issues identified at last meeting had been resolved satisfactorily.</p> <p><i>Covid-19 Business Continuity</i> WYPF continued to provide good service.</p> <p><i>Recruitment of LPB Member Representatives</i> The term of office of one Member Representative had been extended for a further 12 months in light of the impact of the Covid-19 pandemic.</p>
LPB/20/19	<p><u>Draft LPB Annual Report</u></p> <p>CONSIDERED draft Annual Report summarising Local Pension Board activities during the 2019-20 financial year. MP would look to incorporate additional information as follows:</p> <ul style="list-style-type: none"> • the number of retirements and numbers of staff in schemes; • expanding the section on statutory breaches; • expanding the section on training to cover what Board Members do to maintain competency. <p>It was felt that these additions would result in a report more consistent with the Board's Terms of Reference and have greater alignment with Regulator expectations. A copy of the final draft would be circulated to the Board prior its inclusion on the agenda for the next meeting of the Audit & Performance Review Committee.</p> <p>ACTION that, subject to inclusion of the amendments indicated, the Annual Report be submitted to the next meeting of the Audit & Performance Review Committee on 31 July 2020.</p>
LPB/20/20	<p><u>Risk Register</u></p> <p>CONSIDERED latest version of the Board Risk Register (v1.03) as circulated on the day of the meeting.</p> <p>Considerable work had been undertaken on this since the last Board meeting albeit that suggestions by SSR on risks that might be incorporated were still to be considered.</p> <p>The following new risks had been added:</p> <ul style="list-style-type: none"> • risks around O'Brien/Matthews case and McCloud/Sargeant case • risks around the Covid 19 pandemic (loss of staff; detriment to administration) • risks around loss of key staff; and • GDPR considerations <p>The potential impact of risks, risk owners and control measures had also been identified to mitigate risks.</p> <p>Consideration might be given to adding to the register a risk relating to an audit of Board's effectiveness – failure of Board Members to maintain knowledge and understanding. The use of e-learning (the Pension Regulator training modules), LGA training and induction for new Board Members would mitigate this risk.</p>

MIN NO.	ITEM TITLE
	<p>Consideration might also be given to having individual training plans for each Board Member, but these would need to be proportionate.</p> <p>The Risk Register would be a live document and could be amended at any time.</p> <p>The important thing was for the Board to be assured that all relevant risks had been identified, that controls were working and that the risks were being mitigated.</p> <p>MP commented that the risks would be prioritised in accordance with net risk scores. Any risk requiring further action would generate an action plan, with indicative timescales for completion.</p>
LPB/20/21	<u>Self-Assessment/Assurance</u>
	<p>LPB/20/21a <u>Website</u></p> <p>The Board website was confirmed as up-to-date. The Service had a project plan in place to construct a new website which should offer enhanced functionality.</p>
	<p>LPB/20/21b <u>tPR Self-Assessment</u></p> <p>CONSIDERED the latest version of the Board self-assessment (completed in June 2020) against areas identified by the Pension Regulator and relating to Scheme governance, managing risks and issues and administration.</p> <p>The two amber areas from the previous self-assessment had been removed. The Board now had a risk register. Training Needs Analysis for Board Members was still amber and required more work, hence this was reflected on the Risk Register.</p>
LPB/20/22	<p><u>LPB Work Programme</u></p> <p>NOTED latest version of the Board work programme to December 2021. For the Pension Regulator Annual Survey, the initial expectation was that results would be available for consideration by Board at next meeting in September but this could slip. Completion for next Survey would either be in December 2020 or March 2021 but would depend on when the Survey was issued by the Pensions Regulator.</p>
LPB/20/23	<p><u>Timescales for Communicating Independent Disputes Resolution Procedure (IDRP) Pension Decisions</u></p> <p>(An item of Any Other Business).</p> <p>AH highlighted that, as a result of completing the Pension Regulator training modules, he had identified that the current Service IDPR policy was silent as to the timescales for communicating IDR decisions. SP commented that the Service policy was based on the national procedure for fire service but that the Policy could be revisited with a view to incorporating timescales for communicating decisions.</p> <p>HS commented that the Scheme Advisory Board had recently issued an IDR Factsheet.</p> <p>ACTION: SP to review and revise as necessary the Service IDR policy to ensure consistency with best practice advice of the Regulator and the Scheme Advisory Board.</p>
LPB/20/24	<p><u>Date of Next Meeting</u></p> <p>15.00hours, Wednesday 9 September 2020.</p>

The Meeting started at 3.00 pm and finished at 4.00 pm

LPB Action Log 2020-08-17 - Open Actions

Date Raised	Source	Action Lead	Status	Pension Work Activity	Action	Comments	RAG
30-Oct-19	Board	Caroline Gourlay	Pending	LPB Governance and Effectiveness	Local KPIs for Board Effectiveness WYPF suggested that consideration to be given to development of Board KPIs to assess Service effectiveness in information transmission to WYPF (e.g. time taken to notify WYPF of death in service; pay awards etc.) 05/06/20: Action now is to develop KPI dashboards for Scheme Manager and for LPB	11/12/19: CG asked to consider any KPIs that might assist the LPB monitor scheme manager effectiveness. Consider what WYPF think is key and also look at audit reports for possible indicators. 12/02/20: CG researching what other LPBs do. 06/03/20: Work in progress 28/04/20: CG considering dashboard approach. Now pending - Covid-19 05/06/20: Action remains pending because of Covid-19 arrangements. 17/08/20: CG to circulate thoughts on KPIs	G
18-Mar-20	Board	Steve Pope	Pending	Risk Management	WYPF Cyber Security WYPF business continuity plan to be reviewed by MP/SP/CG, specifically with regard to cyber attack	28/04/20: Action pending because of Covid-19 arrangements. 05/06/20: Action remains pending because of Covid-19 arrangements. 17/08/20: Action remains pending because of Covid-19 arrangements.	G
28-Apr-20	Scheme Manager	Steve Pope	In progress	Administration and Compliance	Fixed Term Contracts Question raised over whether temporary contracts were eligible for the FPS. Clair Alcock currently seeking legal advice. To be added to risk register.	05/06/20: SP continuing to work with LGA, which is still seeking to confirm legal position. To be included on risk register when reviewed. 03/07/20: SAB commissioned legal advice, LGA seeking permission to share advice. 17/08/20: CA had eailed SAB on 6 Aug chasing this. SP monitoring.	A
05-Jun-20	Scheme Manager	Caroline Gourlay	In progress	LPB Governance and Effectiveness	WYPF Monthly Reports Investigate whether WYPF monthly reports can be put on a secure page of the Website so that LPB Members could access them from there, avoiding large attachments being sent by email.	03/07/20: Request with ICT but recognise they have other high priorities at this time. 17/08/20: As per 3 July update.	G
24-Jun-20	Board	Steve Pope	In progress	Administration and Compliance	Appeal Court Rulings (McCloud/Sargent & O'Brien/Matthews) Scheme manager to issue interim communications to scheme members on current position. Communication to be reviewed by AH and BR prior to release.	03/07/20: SP/CG to draft communication. LGA bulletin has some guidance on this and other comms issues, e.g. ABS and Tax Allowance on promotion. 17/08/20: Comms issued per LGA wording. ACTION CLOSED	G
24-Jun-20	Board	Caroline Gourlay	In progress	LPB Governance and Effectiveness	TNA and Individual Training Plans TNA process and individual training plans/records to be developed	03/07/20: CG to begin looking at this. 17/08/20: CG looked at what other FRAs do, most same as us. In hand but needs more work.	G
24-Jun-20	Board	Steve Pope	In progress	Administration and Compliance	Timescales for communicating IDRP Decisions Review the Service IDRP policy and revise as necessary to ensure consistency with best practice advice of the Regulator and the Scheme Advisory Board	03/07/20: Small revision to policy required 17/08/20: Action pending because of other priorities.	G
24-Jun-20	Board	Steve Pope	In progress	LPB Governance and Effectiveness	Scheme Membership Numbers Develop a report for consideration at each Board meeting that details: membership numbers; opt out numbers; new starters; and retirements	03/07/20: Report showing trend information will be developed. 17/08/20: CG to liaise with WYPF over getting trend info included in reports.	G
03-Jul-20	Chair	Caroline Gourlay	In progress	LPB Governance and Effectiveness	Topics of Interest Canvas Board members for topics they would like more information on or to discuss to inform LPB forward plan - possible CPD	03/07/20: CG to email Board members and also to remind them about the LGA wrap-up training on 8 July. 17/08/20: Completed. ACTION CLOSED	G
03-Jul-20	Scheme Manager	Steve Pope	In progress	Administration and Compliance	Administration Strategy Consultation Template included in LGA bulletin 34 - consider whether we wish to submit comments/views (dead line 31 Aug).	03/07/20: All to review and consider and response at next monthly catch up. 17/08/20: SP and CG to suggest any response.	G

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Local Pension Board – Training Log

Updated June 2020

	Conflicts of interest	Managing risk and internal controls	Maintaining accurate member data	Maintaining member contributions	Providing information to members and others	Resolving internal disputes	Reporting breaches of the law
<u>Scheme Manager Reps</u>							
Mike Pearson	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020
Amy Webb	November 2019	November 2019	November 2019	November 2019	November 2019	November 2019	November 2019
Councillor George Wheeler	October 2018	October 2018	October 2018	October 2018	October 2018	October 2018	October 2018
Satnam Singh Rai	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020
<u>Scheme Member Reps</u>							
Andy Hallam	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020
Peter Redbourn	November 2019	November 2019	November 2019	November 2019	November 2019	November 2019	November 2019
James Leslie	March 2020	March 2020	March 2020	March 2020	March 2020	March 2020	March 2020
Ben Redwood							
<u>Support Officers</u>							
Steve Pope	January 2018	January 2018	January 2018	January 2018	January 2018	January 2018	January 2018
Caroline Gourlay	July 2019	July 2019	July 2019	July 2019	July 2019	July 2019	July 2019
Lisa Etchell	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020

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DEVON & SOMERSET FIRE & RESCUE AUTHORITY LOCAL PENSIONS BOARD

Updated Pension Correspondence Log – Correspondence received and circulated since last LPB meeting

(NOTE: a copy of the correspondence listed in this log has already been sent to all Board Members. If you are missing any of the correspondence, please contact Democratic Services specifying the missing correspondence. This will then be sent to you)

Date	Description	Purpose	Source
30 June 2020	FPS Bulletin 34 – June 2020	Information Only	Local Government Association
13 July 2020	West Yorkshire Pension Fund Monthly Update July 2020	Information Only	WYPF
16 July 2020	Publication of HM Treasury consultation on McCloud/Sergeant remedy and paused cost cap	Information Only	Local Government Association
16 July 2020	Home Office FAQ document to support the launch of the consultation on the McCloud/Sergeant remedy and paused cost cap	Information Only	Local Government Association
30 July 2020	FPS Bulletin 35 – July 2020	Information Only	Local Government Association
7 August 2020	Publication by Firefighters’ Pensions (England) Scheme Advisory Board of informal response to technical discussions held with HM Treasury on the McCloud/Sergeant remedy and paused cost consultation	Information Only	Local Government Association
11 August 2020	West Yorkshire Pension Fund Monthly Update August 2020	Information Only	WYPF
17 August 2020	Notification of appointment of Joanne Livingstone as new Chair of the Firefighters’ Pension Scheme Advisory Board (SAB) for England	Information Only	Local Government Association
28 August 2020	FPS Bulletin 36 – August 2020	Information Only	Local Government Association

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DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	9 September 2020
SUBJECT OF REPORT	SCHEME MANAGER UPDATE
REPORT AUTHOR	Head of Human Resources
EXECUTIVE SUMMARY	This report provides a summary of current pension matters both nationally and locally which have required input from the Service. This report should also be considered in conjunction with the regular monthly Bulletins which are issued by the Firefighters' Pensions Scheme Advisory Board.
APPENDICES	Nil.

1. INTRODUCTION

- 1.1. This is the update report from the Devon & Somerset Fire & Rescue Authority (the Authority) delegated Scheme Manager for the Authority's Local Pension Board (LPB). The Scheme Manager is defined as being the Fire and Rescue Authority under The Firefighters' Pension Scheme (England) Regulations 2014. However, the Scheme Manager may delegate any functions under these Regulations. The Authority has set out in the Discretions Policy where decisions will need to be taken by the Authority. The day-to-day managing and administering of the pension schemes and any statutory scheme that is connected with them, is delegated to the Head of Human Resources.
- 1.2. The LPB provides a number of functions as set out in the Terms of Reference, which include: assisting the Scheme Manager to ensure compliance with the relevant regulations and the efficient and effective management of the pension administration; advising on member communications; and monitoring complaints.
- 1.3. This report provides a summary of current pension matters both nationally and locally and further updates will be provided at subsequent LPB meetings.

2. PENSION SURVEYS & ANNUAL RETURNS

- 2.1. Since the last meeting of the LPB on the 24 June 2020, the LGA has published a Firefighters' Pension Scheme: draft template FPS Administration, Management, and Governance strategy. The Service will be responding to the consultation in relation to this.

3. PENSION COMMUNICATIONS

Annual Benefit Statements (ABS)

- 3.1. There is a legal requirement to provide an Annual Benefit Statement (ABS) to all active members by no later than the 31 August each year, i.e. those who are in pensionable service with the Devon & Somerset Fire & Rescue Service (the Service). This requirement is set out in the Public Service Pensions Act 2013.
- 3.2. As previously reported, the data required by the Pension Scheme Administrator, West Yorkshire Pension Fund (WYPF), for the 2020 ABS was submitted on time during May 2020.
- 3.3. Ahead of the release of ABS statements, the Service has confirmed to staff that these will not reflect the Court of Appeal ruling concerning the Sargeant case and the subsequent impact upon the pension benefits as there was still uncertainty around the final approach to removing discrimination. Pension estimates within the ABS are therefore based on the current scheme regulations.
- 3.4. WYPF has confirmed that all ABS statements will have been issued by the 31 August 2020, which bearing in mind some of the difficulties we have had in previous years is an excellent result.

4. PENSION PROJECTS

Transition Protection Judgement

- 4.1. On 16 July 2020, HM Treasury (HMT) published consultation on proposals to remove age discrimination from the unfunded public service pension schemes in line with the result of the McCloud/Sargeant case. Further details can be found by using the links attached through the LGA July bulletin [number 35](#). The consultation relates to extending the protection arrangements for staff that were in the previous pension scheme on 31st March 2012.
- 4.2. The Home Office issued informal guidance on the 21 August to fire and rescue authorities (in England) on processing 'immediate detriment' cases in advance of a decision on the Government's final approach to removing the age discrimination as found in the McCloud/Sargeant Employment Tribunal litigation. The immediate detriment cases are those staff that were transitioned to the 2015 scheme and become eligible to retire and would like their benefits to be paid from the legacy scheme or do not qualify for an ill-health pension under the 2015 scheme but would under the 1992 scheme.
- 4.3. Unfortunately there was not any prior consultation with the LGA and further clarity is being sought by the LGA. This has left our pension administrator with concerns as to the legal status of the guidance and specific queries in relation to what should be provided within any quotes. Therefore WYPF have taken the decision that they are unable to process any retirement quotations that fall under the remit of this guidance until further clarification is received.

O'Brien vs Ministry of Justice

- 4.4. There are no further updates with regard to this case which relates to part-time workers being eligible to pension service prior to 1st July 2000 when the Part-time Workers regulations came into effect. However, the impact of this case is that previous claimants under the Matthews and others v Kent and Medway Towns Fire Authority would be entitled to further remedy in respect of claimed pre July 2000 service. As yet we do not know the outcome of this case but it will entail further work for the Service and Pension Administrator.

5. REPORTING BREACHES OF LAW

- 5.1. Within the Board's Reporting Breaches Procedure, Section 70 of the Pensions Act 2004 (the Act) is referenced. This requires that, where a person has reasonable cause to believe that:
- (a). a duty which is relevant to the administration of the scheme in question, and is imposed by virtue of an enactment or rule of law, has not been or is not being complied with; and
 - (b). the failure to comply is likely to be of material significance to the Regulator in the exercise of any of its functions
- then they must give a written report on the matter to the Regulator as soon as is reasonably practicable.
- 5.2. There have been no breaches reported since the last Local Pension Board meeting.

6. INTERNAL DISPUTE RESOLUTION

- 6.1. Within the Firefighters' Pension Scheme formal complaints are made via the Internal Disputes Resolution Procedure. There have been no new complaints under this procedure since the last Local Pension Board meeting.
- 6.2. Information concerning the Internal Disputes Resolution process is available via the Service web page along with links to the information on the WYPF website.
- 6.3. It was highlighted previously by the LPB that the IDRP policy should include timescales for communicating decisions and this will be added to the IDRP policy.

7. PENSION ADMINISTRATOR QUALITY OF SERVICE

- 7.1. The Service has an excellent working relationship with WYPF and both sides are continuing to seek to improve the pension arrangements that are in place. The ABS statement production is a good example and this is the first year where there have not been any issues arising. The Service has submitted its information in a timely manner and WYPF has been able to produce the statements to the required deadline.
- 7.2. The Service is developing KPIs so that we can measure our own effectiveness of our pension administration in terms of the provision of information and returns to WYPF.
- 7.3. Trend analysis reports have been produced using the WYPF monthly reports with a view of either retaining these for producing our own trend reporting or for WYPF to incorporate into their reports.

STEVEN POPE
Head of Human Resources

DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	9 September 2020
SUBJECT OF REPORT	CONSULTATION ON DRAFT TEMPLATE FPS ADMINISTRATION, MANAGEMENT AND GOVERNANCE STRATEGY
REPORT AUTHOR	Director of Resourcing (Authority Treasurer)
EXECUTIVE SUMMARY	<p>This paper advises the Board of the consultation issued by the Firefighters Pension England Scheme Advisory Board (SAB) on 30 June 2020.</p> <p>The consultation sought views on the introduction of a template pension administration strategy to complement any formal service level agreement in place by clearly setting out the roles and expectations of scheme managers and administrators, helping to formalise standards between both parties as well as improving communication and engagement.</p> <p>The deadline for responding to the consultation was 31 August 2020. The Director of Resourcing (Authority Treasurer) has responded to the consultation. The responses submitted are set out in the paper and it is suggested that the Board may wish to advocate that the Scheme Manager adopts the template admission strategy, tailored accordingly to meet its requirements, and to agree timescales for doing so.</p>
APPENDICES	<p>A. SAB Consultation on draft template FPS Administration, Management and Governance Strategy.</p> <p>B. FPS Administration, Management and Governance Strategy</p>

1.1. On 30 June 2020, the Firefighters Pension England Scheme Advisory Board (SAB) published a consultation seeking views on the introduction of a template pension administration strategy. The template is intended to complement any formal service level agreement in place by clearly setting out the roles and expectations of scheme managers and administrators, helping to formalise standards between both parties as well as improving communication and engagement. A copy of the consultation document is attached at Appendix A. The proposed template strategy is attached at Appendix B.

1.2. The deadline for responding to the consultation, which posed five specific questions in addition to seeking other comments, was 31 August 2020. The response submitted to the consultation were:

Question

Do you agree with the employer duties and responsibilities listed? If not, please outline why.

Response

Yes

Question

Do you agree with the administrator duties and responsibilities listed? If not, please outline why.

Response

Yes

Question

Are there any additional functions/ tasks which should be added to section 8: Service standards?

Response

Time to record and resolve complaints or issues raised with the administrators by members or the scheme manager

Question

Are the standard timescales listed in Appendix 1 reasonable and in line with statutory deadlines?

Response

Yes

Question

Will you adapt and implement the template strategy for your authority in line with best practice? If not, please explain why.

Response

Yes

Please detail any other comments not covered by the above.

Response

N/A

- 1.3. Adoption of the template strategy would assist, amongst other things, in consolidating many of the documents currently on the Board's website into one place. It is suggested that the Board may wish to advocate that the Scheme Manager adopts the template admission strategy, tailored accordingly to meet its requirements, and to agree timescales for doing so.

AMY WEBB
Director of Resourcing

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Firefighters' Pension Scheme: Consultation on draft template FPS Administration, Management, and Governance strategy

Contents

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2	Scope of consultation	2
3	Background	2
4	Consultation questions	3
4.1	Do you agree with the employer duties and responsibilities listed? If not, please outline why.	3
4.2	Do you agree with the administrator duties and responsibilities listed? If not, please outline why.	3
4.3	Are there any additional functions/ tasks which should be added to section 8: Service standards?	3
4.4	Are the standard timescales listed in Appendix 1 reasonable and in line with statutory deadlines?	3
4.5	Will you adapt and implement the template strategy for your authority in line with best practice? If not, please explain why.....	3
4.6	Please detail any other comments not covered by the above.....	3

1 Topic of consultation

Introduction of a [template pension administration strategy](#) to complement any formal service level agreement in place by clearly setting out the roles and expectations of scheme managers and administrators, helping to formalise standards between both parties, as well as improving communication and engagement.

2 Scope of consultation

This consultation seeks responses from interested parties on the draft document. In particular we would like to hear from administrators, scheme managers, and Local Pension Boards. The consultation applies in England only.

The consultation will run from 30 June to 31 August 2020.

Please send any enquiries to bluelight.pensions@local.gov.uk. Responses should be sent to the same address.

3 Background

In 2018, the SAB commissioned a [review of FPS administration and management](#). Following a procurement process, Aon were the successful bidder and carried out a survey of employers, administrators, and members in order to publish a comprehensive report on the cost and efficiency of running the schemes.

One of the recommendations arising from review was the development and implementation of a pension administration strategy.

One of the key proposals was that the strategy should include “expected timescales or key performance indicators which could be aligned with the provision of an effective and efficient administration service”¹.

Pension administration strategies are not commonly held for FPS, as each FRA is the single employer and scheme manager, and administration is generally contracted out. In addition, there is no legislative requirement for a strategy to be in place.

However, Aon identified that implementation of an administration strategy, to complement any formal service level agreement in place by clearly setting out the roles and expectations of scheme managers and administrators, would help to formalise standards between both parties, as well as improving communication and engagement. A clear preference emerged from the [SAB administration and benchmarking committee](#) (the “Committee”) that this should incorporate administration, management, and governance of the schemes.

A [template strategy](#) has been drafted in collaboration with the Fire Communications Working Group (FCWG) and the Committee. We are now seeking stakeholders’ views on the document.

4 Consultation questions

- 4.1 Do you agree with the employer duties and responsibilities listed? If not, please outline why.**
- 4.2 Do you agree with the administrator duties and responsibilities listed? If not, please outline why.**
- 4.3 Are there any additional functions/ tasks which should be added to section 8: Service standards?**
- 4.4 Are the standard timescales listed in Appendix 1 reasonable and in line with statutory deadlines?**
- 4.5 Will you adapt and implement the template strategy for your authority in line with best practice? If not, please explain why.**
- 4.6 Please detail any other comments not covered by the above.**

¹ [Firefighters' Pension Scheme - Administration and Benchmarking Review](#) [Page 69]

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 **Compliance**

FPS Administration, Management, and Governance Strategy

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1 Background

In 2018, Aon were commissioned by the Firefighters' Pensions (England) Scheme Advisory Board (SAB) to undertake a benchmarking review of the administration and management of the Firefighters' Pension Scheme (FPS).

One of the recommendations made within the report was the implementation of a locally developed pension administration strategy to formalise standards and expectations of the Fire and Rescue Authority (FRA) and their administrator:

"We suggest that the Board considers recommending regulatory changes to encourage best practice among all scheme managers/FRAs and administrators across the Scheme. This could be achieved by setting out requirements for each Scheme Manager to have a locally developed pensions administration strategy in place. This could be mandated but as a minimum it could set out the need to have one to demonstrate best practice (as is the case in other schemes such as the LGPS). An administration strategy should set out the scheme manager's aims and objectives and how those are going to be achieved in conjunction with the administrator. Performance against those aims, and objectives, must then be appropriately measured and monitored and where administration levels are not to the required standard, plans should be in place to address those areas of concern. An administration strategy should be determined locally (with support in doing so made available from centrally prepared guidance).

A range of target timescales should be determined by each FRA and it is good practice for them to be included in an administration strategy. Scheme managers may wish to set shorter timescales or other targets for specific processes rather than relying on legal timescales in all cases. The administration strategy should be publicly available for all stakeholders (including members). It could also set out the consequences of what not achieving those targets would be."

While there is no legislative requirement for FRAs to have such a strategy in place, the SAB secretariat have provided this template for authorities to adopt to demonstrate best practice in the administration and management of the FPS. With each of the 45 FRAs in England responsible for managing the scheme and making decisions in their own right, this document also seeks to ensure a level of consistency in the service offered to scheme members, with FRAs working in conjunction with their administrator. There are currently 18 different administrators providing administration services across the 45 FRAs.

As the FRA as [scheme manager](#) has responsibility for both administering and managing the scheme, it was determined by the SAB [Administration and Benchmarking committee](#) ("the Committee") that the scope of the document be extended to include each of these roles, and that the expectations of Local Pension Boards in their role of assisting the scheme manager should also be included.

This document has been prepared by the SAB secretariat in conjunction with the Committee and the Fire Communications Working Group. Our thanks go to the following organisations for assistance with the project: Shropshire Pension Fund, West Yorkshire Pension Fund, and Leicestershire County Council.

2 Introduction

[INSERT NAME Fire and Rescue Authority/ PFCC/ London Fire Commissioner] (“the Employer”) is defined in law as the scheme manager¹ and is therefore responsible for the management and administration of the Firefighters’ Pensions Schemes for scheme members employed by [INSERT NAME of Fire and Rescue Service].

Administration of the scheme has been outsourced to [INSERT NAME of administrator].

This document is the FPS Administration, Management, and Governance Strategy statement which outlines formal standards and expectations of the Fire and Rescue Authority (FRA) and their administrator, along with expectations of the Local Pension Board² in their role of assisting the scheme manager.

The aim of the document is to ensure that a consistent, cost-effective, and high-quality pension service is provided to members, recognising that full and transparent collaboration between stakeholders is key to achieving this aim.

3 Compliance

The following stakeholders have been consulted in the development of this statement: (delete as appropriate) Local Pension Board; administrator [INSERT NAME]; software provider [INSERT NAME]; other [INSERT DETAILS].

The scheme manager is the owner of the document. A copy can be found at [INSERT WEB ADDRESS].

This strategy does not override any provision contained with the scheme regulations or any administration guidance provided by the Local Government Association (LGA).

The document has been presented, considered, and ratified by the Local Pension Board on [INSERT DATE] and applies to all interested parties from this date.

4 Review

The strategy will be reviewed following any changes to scheme rules, processes, or procedures which affect this strategy, including a change of administrator, or every three years if this is sooner.

Changes will be made following consultation with the above-named bodies and a copy of the updated strategy will be made available online. Full consultation will not take place when there has been a change of contacts details only in 5.1 or 5.2 below.

Suggestions for improvement to this strategy are welcome from stakeholders at any time.

¹ <http://www.legislation.gov.uk/ukxi/2014/2848/regulation/4/made>

² <http://www.legislation.gov.uk/ukxi/2015/465/regulation/4/made>

5 Liaison and communication

5.1 Employer contacts

The employer will nominate contacts in the following areas to allow correspondence to be directed to the most relevant individual. These contacts will be provided to the administrator and the LGA.

<p>Scheme manager (strategic) contact for valuation, scheme consultations, surveys, discretions, and Internal Dispute Resolution Procedure (IDRP)</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Pension liaison contact for day to day administrative duties such as completion of forms, responding to queries, and HR functions</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Payroll contact for queries relating to pay, year-end postings, or pensioner payroll</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Finance contact for submission of monthly/ annual returns, SAB levy payment requests</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>

The delegated scheme manager is responsible for keeping the nominated contacts up to date and providing prompt notification of changes.

5.2 Administrator contacts

The administrator will provide the following contact information for employers and their members [ADMINISTRATOR TO COMPLETE/ DELETE AS APPROPRIATE]:

<p>Pension Fund representative for regulatory or administration queries, training, advice and guidance</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Finance contact to assist with the monthly returns process/ year end</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Systems contact to assist with the monthly returns process/ year end</p> <p>[INSERT ROLE] or [INSERT NAME] and [CONTACT DETAILS]</p>
<p>Member helpline for queries</p>

[INSERT CONTACT DETAILS]

6 Employer duties and responsibilities

6.1 Discretions

As a matter of best practice, **the scheme manager shall prepare and publish a written statement on the exercise of discretions** which are available to them under each set of FPS regulations. The discretions policy will be kept under review and the revised version published within one month of the effective date.

A full list of [scheme manager discretions](#) is available.

6.2 Internal Dispute Resolution Procedure (IDRP)

If a scheme member, prospective member, dependant, or other person with an interest in the scheme, is dissatisfied with a decision made by the FRA (or the failure to make a decision) there are rights of appeal available. Each set of scheme rules contains arrangements for Internal Dispute Resolution Procedures (IDRP) based on the requirements of the Pensions Act 1995 and the Occupational Pension Schemes (Internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments) Regulations 2008.

Firefighters' Pension Scheme 1992 (FPS 1992)	Rule H3 (as amended by SI 2013/1392)
Firefighters' Pension Scheme 2006 (FPS 2006)	Part 8, paragraph 5
Firefighters' Pension Scheme 2015 (FPS 2015)	Regulation 163
Firefighters' Compensation Scheme (FCS)	Part 6 rule 3

The scheme manager will nominate appropriate persons to hear each stage of the appeal and respond to the individual within the specified timescales.

The nominated contacts for [INSERT NAME of FRA] are

Stage 1	
Stage 2	

Guidance on IDRPs can be found here:

- [IDRP factsheet](#)
- Guidance for decision makers [pending review]
- Guidance for individuals [to follow]

6.3 The Pensions Regulator (TPR)

[TPR](#) is a public body established by the [Pensions Act 2004](#) to make sure that pension schemes within the UK are run properly and can provide secure benefits for their members upon retirement. TPR has powers to "educate, enable, and enforce", and is responsible for promoting good scheme administration. The Regulator is sponsored by the Department for Work and Pensions (DWP).

TPR's oversight of public service pension schemes, including the Firefighters' Pension Schemes, was introduced by schedule 4 of the [Public Service Pensions Act 2013](#).

The scheme manager will ensure that they are familiar with TPR's [Code of Practice 14: Governance and administration of public service pension schemes](#).

Each year TPR issue two requests for information which the scheme manager and Local Pension Board (LPB) shall ensure are completed:

[Scheme return](#) – the scheme return is a statutory return which allows TPR to keep their register of workplace pension schemes up to date.

The return asks for information about what type of scheme the FPS is and how many members each employer has, as well as requesting up to date contact details.

The return also asks schemes to provide their common and scheme specific data scores, which enables TPR to monitor continuous data improvement. Information on data scoring for the FPS is available below

[Advice on TPR data scoring 2019](#)

[Data score weighting template 2019](#)

TPR can and will take enforcement action if the scheme return is not completed.

[Governance and Administration survey](#) – scheme managers are invited to complete the annual governance and administration survey in conjunction with their LPB. Although the survey is not mandatory, participation is strongly encouraged by both TPR and the Scheme Advisory Board, so that improvements in running the FPS can be monitored and evidenced.

TPR do not take any regulatory action based on survey responses, but overall trends may inform their engagement activity with schemes.

Familiarity with [TPR's six key processes](#) will assist schemes with understanding and compliance.

One of TPR's key areas of focus is record keeping and data quality. **Scheme managers shall ensure that [data is reviewed annually](#) and that a [data improvement plan](#) is in place.**

Non-completion of either of the above requests for information may indicate wider governance failings to TPR.

6.4 Data transfer

The scheme manager will ensure that processes are in place for timely and accurate transfer of data.

Data will be transferred to the administrator electronically on a [monthly/ annual] basis in line with the deadlines set out in [8. Service standards](#).

6.5 Contribution bands

Banded contribution rates apply to the FPS based on a member's pensionable pay.

The scheme manager will ensure that there are processes in place to allocate members to the correct contribution band at the start of each scheme year.

Contributions are laid in legislation for each scheme and can be found on the [annual updates](#) page of the Regulations and Guidance website.

Until remedy in the transitional protections case is implemented, the scheme manager will have a process in place to manage members tapering from FPS 1992 or 2006 to FPS 2015. The process should confirm how the taper date is notified to payroll and what kind of monitoring is in place to ensure contributions are changed on the correct day.

6.6 Reporting breaches

Scheme managers and pension board members have a statutory obligation to report breaches of the law.

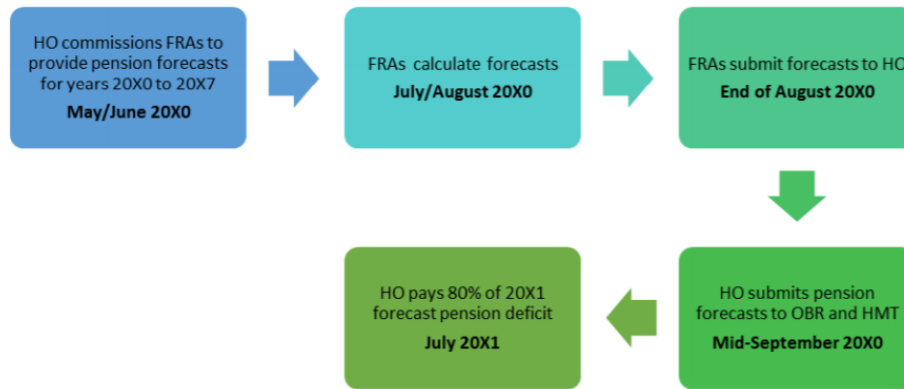
When a potential breach has been identified, the [breach assessment template](#) should be completed to assess the breach for materiality to determine whether it needs to be reported to TPR. This can also be stored as documentary evidence if the decision is later challenged.

Although a breach may not seem material in terms of numbers of members affected, if the same members are consistently affected, this should be considered, along with likely timescales for rectification and what action may be taken to ensure that the breach does not reoccur.

Further information about breach recording and reporting can be found in the [TPR six key processes](#) factsheet and from TPR at <https://www.thepensionsregulator.gov.uk/en/public-service-pension-schemes/scheme-management/reporting-breaches-of-the-law>.

6.7 Top-up grant

Each year the Home Office commissions FRAs to submit pension forecasts for the following seven financial years in line with the following timescales.



The pension forecasts for the financial year following the collection are used to make an initial assessment on each fire authority's annual top up grant entitlement for that year.

The collection of accurate annual pension forecast data is critical for ensuring sufficient budget cover is secured to make pension top up grant payments to FRAs each year.

The scheme manager is responsible for ensuring this information is submitted accurately and on time.

Full details are available in the [guide for fire authorities \(in England\) when calculating pension forecasts for the Firefighters' Pension Top Up Grant](#).

6.8 HMRC reporting

HMRC reporting may be delegated to the administrator under the terms of the service level agreement.

Event Reporting – the scheme administrator of a registered pension scheme must tell HMRC when certain reportable events occur no later than 31 January following the end of the tax year. This is done by submitting the Event Report for a tax year.

These reportable events are split into two categories:

- reportable changes, and
- reportable fund movements.

There are 23 reportable events. [HMRC guidance on sending pension scheme reports](#) provides more information on all events that you must report.

Full details on Event Reporting can be found in [HMRC Pensions Tax Manual 161100](#).

Accounting for tax (AFT) – the scheme administrator³ is liable for payment of certain tax charges in connection with the scheme. When a scheme administrator does have a tax liability, the return that the scheme administrator must complete to account for that liability is called the Accounting for Tax return.

The scheme administrator is responsible for making the AFT return and for ensuring it is correct and complete.

A third-party administration provider can file the AFT on behalf of the scheme administrator but the scheme administrator remains responsible for ensuring that it is submitted on time and the contents are correct. Where a provider submits the AFT the scheme administrator should have seen and approved its content before it is submitted to HMRC. The provider must make a declaration that the scheme administrator has approved the contents before they can submit it to HMRC

Full details on AFT can be found in [HMRC Pensions Tax Manual 162100](#).

6.9 General Data Protection Regulation (GDPR)

Each FRA is a Data Controller for pension scheme data under GDPR and must determine how, and for what purposes, data is to be processed.

Resources to assist authorities in complying with their duties under the regulations are available have been made available on the following [dedicated GDPR webpage](#).

[INCLUDE STANDARD DATA PROTECTION PARAGRAPH e.g:]

[INSERT NAME of FRA] is a Data Controller as part of the Data Protection Act 2018 which incorporates the General Data Protection Regulation (GDPR). This means we store, hold and manage personal data in line with statutory requirements to enable us to provide pension administration services. To enable us to carry out our statutory duty, we are required to share information with certain bodies, but will only do so in limited circumstances. More information about how we hold data and who we share it can be found in the Authority's Privacy Notice on [INSERT WEB ADDRESS].

6.10 Disclosure

Under the Occupational and Personal Pension Schemes (Disclosure of Information) Regulations, **the scheme manager must provide certain information to scheme members within certain timescales.**

Please refer to the [guide to disclosure of information requirements](#) for more information.

³ Please note this is not a reference to the pension administration provider. This refers to the duties of the Fire and Rescue Authority as stated in paragraph 3, sub paragraph 2 of [2006/569](#) which confirms that references to 'scheme administrator' as set out in schedule 3 should be read as a reference to the sub-scheme administrator as per schedule 2, in which the FRAs are listed.

7 Administrator duties and responsibilities

7.1 Performance reporting

Ensuring compliance is the responsibility of both the administrator and the FRA. Parties should work closely together to ensure compliance with all statutory requirements, whether they are specifically referenced in the regulations, in overriding legislation, or in this administration strategy.

Both employer and administrator targets will be measured on a quarterly basis against specific tasks set out in the service level agreement and these will be reported to the FRA. The FRA may choose to provide the information to their Local Pension Board.

[The administrator] will ensure that they are appropriately resourced to meet the service level agreement in place.

The service level agreement can be viewed [INSERT LINK].

Minimum standards for completing tasks in line with industry good practice and regulations, where applicable, are included at [Appendix 1](#). These are provided as a guide to the minimum requirements. As a matter of best practice, administrators may want to implement shorter local timescales.

A key factor in calculating the time taken to complete a process is the point at which the 'time clock' is started. This may be from the date of the relevant event or when the administrator is informed or receives all necessary information. The clock may also need to be 'paused' during the process, for example to await instruction or documentation from the member or employer, and these waiting days can reasonably be excluded from the total time taken.

Pension administration software typically contains task-management/ work-flow modules which allow timescales to be built in.

7.2 Improving performance

Where areas of poor performance on either side are identified, [the administrator] will work closely with the FRA to provide the opportunity for necessary training and development and put in place appropriate processes to improve the level of service delivery.

- Initially [the administrator] will liaise with the FRA setting out the area(s) of poor performance and how they can be addressed.
- Where no improvement is demonstrated or there has been a failure to take agreed action, [the administrator] will write to the scheme manager setting out the area(s) of poor performance that has been identified and the steps taken to resolve those area(s).
- If lack of improvement continues or there has been ongoing failure to take agreed action, [the administrator] will write to the

Local Pension Board setting out the area(s) of poor performance that has been identified and the steps taken to resolve those area(s).

Administrators rely on timely and accurate data from the FRA. Where persistent and ongoing failure occurs and no improvement is demonstrated, [the administrator] will escalate this to the scheme manager and Local Pension Board.

Where an employer fails to operate in accordance with the standards described in this Strategy, which leads to extra costs being incurred by the administrator, the administrator may issue a written notice requiring that these be met by the employer.

Any third-party costs or regulatory fines incurred by the administrator as a result of poor performance by the employer will also be recovered. Such costs may include fines imposed by the Pensions Ombudsman or Pensions Regulator, and additional charges in respect of actuarial or software fees, and additional printing and distribution costs.

7.3 Overriding legislation

In addition to the scheme regulations, the administrator and FRA will comply with any overriding legislation, including:

- the Occupational Pensions Schemes (Disclosure of Information) Regulations 2015;
- the Pensions Act 1995, 2004 and 2014;
- any Transitional Regulations currently in place;
- the Data Protection Act 1998;
- the Freedom of Information Act 2000;
- the Disability Discrimination Act 1995;
- the Age Discrimination Act 2006;
- the Finance Act 2004;
- Health and Safety legislation;
- Employment Rights Act 2010;
- HMRC Legislation and Current GAD Guidance;
- Public Service Pensions Act 2013;
- The Public Service Pensions (Record Keeping and Miscellaneous Amendments) Regulations 2014
- The Occupational and Personal Pension Schemes (Automatic Enrolment) Regulations 2010

and any future amendments to the above legislation.

7.4 Data standards

The administrator will ensure that suitable and secure methods of data transfer are available for the FRA to use.

Personal data will only be transferred from one party to the other via an acceptable method specified by the administrator which may include any of the following:

- a. Data transfer service (Internet based application)
- b. Secure email
- c. Paper forms signed by an authorised officer from the employer
- d. Password protected excel spreadsheet

7.5 Audit

[The administrator] is subject to an annual audit of its processes and internal controls. It is proposed that [the administrator's] internal audit will provide assurance to the Local Pension Board by auditing the pension administration service provided to the FRA.

FRA's are expected to fully comply with any requests for information from both internal and approved external auditors.

Any subsequent recommendations will be considered and where appropriate implemented (following any necessary discussions with the FRA).

7.6 Benchmarking

[The administrator] will periodically monitor its costs and service performance against the initial Aon report and any other benchmarking tool which may become available, to ensure that FRA's continue to receive value for money.

8 Service standards

The FRA and administrator responsibilities expected in relation to member events are outlined in the table below. Minimum standards for completing each task in line with industry good practice and regulations, where applicable, are included at [Appendix 1](#).

Function/ task: New starters	
Employer responsibility	Administrator responsibility
<p>Ensure pension information is included in new starter documentation e.g. appointment letter, contract of employment.</p> <p>Ensure eligible new starters are put into the scheme from their start date.</p> <p>Provide accurate member data to the administrator on the appropriate form/via electronic interface. (within 4 weeks/ 10 working days).</p>	<p>Create accurate member records on the pensions administration system following notification of a new entrant to the scheme.</p> <p>Provide new members with confirmation of joining (within 8 weeks of notification).</p> <p>Record and update member data on the pension administration system following the receipt of a completed new member form.</p>

<p>Provide starters with a new member form and access to a scheme guide with their contract of employment.</p> <p>Determine the correct contribution band and rate for the member.</p> <p>Inform the administrator of any eligible employees subject to automatic entry, who opt out of the scheme within three months of joining.</p> <p>Process payroll refunds for these members.</p> <p>Where there is more than one contract of employment with the same employer, each membership shall be treated separately for the purposes of the above.</p>	
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Function/ task: Change in circumstances (active members)	
Employer responsibility	Administrator responsibility
<p>Inform the administrator of all material changes in circumstance on the appropriate form/via electronic interface (within 4 weeks/ 10 working days).</p> <p>Changes may include</p> <p>Personal information:</p> <ul style="list-style-type: none"> • Change of name or address • Marital status • National insurance number <p>Conditions of employment affecting pension such as:</p> <ul style="list-style-type: none"> • Contractual hours • Changes in pay • Contribution rate • Periods of reduced pay or unpaid absence <p>During periods of reduced or nil pay as a result of sickness, injury or relevant child related leave (i.e. ordinary maternity, paternity or adoption leave or paid shared parental leave and any paid additional maternity or adoption leave) assumed</p>	<p>Accurately update member records on the pensions administration system.</p>

<p>pensionable pay should be applied for pension purposes.</p> <p>N.B. As an increase in pay may cause a member to exceed their Annual Allowance, the administrator must be informed of:</p> <ul style="list-style-type: none"> • Promotions • Additional allowances 	
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Function/ task: Annual return, Valuation, Annual Benefit Statements (ABS)	
Employer responsibility	Administrator responsibility
<p>Ensure the administrator receives accurate year to date information to 31 March by [INSERT DEADLINE].</p> <p>Provide the administrator with details of all CPD, temporary payments deemed pensionable and details of any temporary promotions from 1 July previous year to 30 June current year by [INSERT DEADLINE], to enable the appropriate APB to be calculated and awarded.</p> <p>Provide any additional information that may be requested to produce ABS for service up until the 31 March in each particular year by [INSERT DEADLINE].</p> <p>Provide the administrator with up to date and correct information as and when requested in accordance with agreed timescales and the regulations.</p> <p>Ensure that all errors highlighted from the annual contribution and pensionable pay posting exercise are responded to and corrective action taken promptly.</p>	<p>Process employer year end returns within [INSERT DEADLINE].</p> <p>Produce ABS for all active members by 31 August.</p> <p>Highlight if an individual has exceeded their annual allowance and issue a pensions saving statement by 6 October.</p> <p>Produce ABS for all deferred members by [INSERT DEADLINE] (no information from employers is required).</p> <p>Provide data to the scheme actuary to carry out the 4-year valuation of the scheme</p>

Function/ task: Estimates (Retirements/ Transfers)	
Employer responsibility	Administrator responsibility
<p>Determine reason for estimate and provide fully completed request including pay and other relevant information to the administrator.</p>	<p>Issue individual quotations/information after all information required to process a quotation has been received.</p>

Direct members to any available online self-service facility.	<p>Provide information to the scheme member on any potential transfer in of benefits once all information required to process the quotation has been received (transfer estimate from other pension provider, contracting out, salary details etc).</p> <p>Maintain and promote any available self-service facility which allows members to view their pension information online.</p>
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Function/ task: Estimates (Divorce)

Employer responsibility	Administrator responsibility
Provide fully completed request including pay and other relevant information to the administrator, within 10 working days of the request.	Issue divorce information including the CETV within 3 months of receipt of the request from the member or the Court.

Function/ task: Retirements

Employer responsibility	Administrator responsibility
<p>Submit the relevant, fully completed retirement form to the administrator as soon as the information is available.</p> <p>On request, provide the calculation of final pensionable pay so that the accuracy of the pay figure can be checked.</p>	<p>Return any form appearing to be incorrect to the FRA for amendment as soon as reasonably possible.</p> <p>Issue an initial offer letter and benefit information to the member within 5 working days of receiving the correct completed form.</p> <p>Issue a letter confirming actual retirement benefits within 5 working days of receiving completed documentation from the member.</p> <p>Make payment of any lump sum within 5 working days of receiving all relevant completed forms and proof of identity from the member, or on the retirement date if this is later.</p> <p>Make monthly pension payments on the relevant payment date of each month following retirement, including any arrears due. Payment dates may be adjusted to weekends and bank holidays.</p>

Function/ task: Retirements – ill-health

Employer responsibility	Administrator responsibility
Determine whether the member is entitled an ill-health award after obtaining a medical	Calculate and pay the required benefit in line with the above timescales.

<p>opinion from an Independent Qualified Medical Practitioner (IQMP) on the relevant scheme certificate and if so, which tier – upper or lower.</p> <p>Submit the relevant, fully completed retirement form to the administrator as soon as the information is available, including a copy of the IQMP certificate and confirmation of the relevant tier.</p> <p>On request, provide the calculation of final pensionable pay so that the accuracy of the pay figure can be checked.</p> <p>Make the appropriate payment into the notional pension fund:</p> <p>2 x final pay for lower tier 4 x final pay for upper tier</p> <p>Conduct ill-health reviews at the appropriate intervals as specified in the scheme regulations and notify the administrator of any changes.</p> <p>Review Injury Award pensions on an annual basis to ensure the correct DWP deductible benefits have been taken into account.</p>	<p>Review Injury Award pensions on an annual basis to ensure the correct DWP deductible benefits have been taken into account if this falls within the SLA.</p>
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Function/ task: Leaving before retirement – deferred benefits	
Employer responsibility	Administrator responsibility
<p>Notify the administrator using the relevant leaver form, ensuring all information is accurately provided, within 4 weeks of the member's date of leaving.</p> <p>N.B. This includes members opting out with more than three months' service.</p> <p>Pay any refunds due within 10 working days of notification from the administrator.</p> <p>Pay any transfer payment due within 10 working days of notification from the administrator.</p>	<p>Accurately update member records on the pensions administration system.</p> <p>Notify the member of their deferred benefit entitlement and options within 2 months of receiving the correctly completed leaver form.</p> <p>Calculate a refund to an eligible member within 10 working days of receiving all relevant documentation and notify the employer.</p> <p>Issue one transfer-out quotation, guaranteed for 3 months, within 10 days of receiving all the information required.</p>

	Notify the employer of the amount to pay for transfer-out within 5 days of receipt of request from member.
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Function/ task: Members with deferred benefits	
Employer responsibility	Administrator responsibility
<p>Keep adequate records for deferred members in case of a request for early payment.</p> <p>Following an application from a former member to have their deferred benefits paid early in ill-health grounds, obtain a medical opinion from an IQMP on the relevant certificate, and determine whether the member is eligible.</p> <p>Submit the relevant, fully completed form to the administrator, including a copy of the IQMP certificate.</p>	<p>Accurately update member records on the pensions administration system.</p> <p>Provide each deferred member with an annual statement of benefits, updated by the pensions increase award when applicable.</p> <p>Calculate and pay required benefits in line with the above timescales for retirement.</p>

Function/ task: Death in service	
Employer responsibility	Administrator responsibility
<p>Inform the administrator immediately following the death of a member using the appropriate means, providing details of the next of kin if known.</p> <p>Pay any death grant due within 10 working days of notification from the administrator.</p>	<p>Send an acknowledgement letter to the next of kin within 5 working days of notification of death.</p> <p>Provide a letter to dependants confirming the benefits payable within 5 working days of receiving all certificates, proof of identity, and relevant completed forms.</p> <p>Assist the FRA and the next of kin by ensuring that benefit options and payments are expedited in an appropriate and compassionate manner.</p> <p>Review children's pensions at age 18 or annually if continue in full time education to age 23.</p>

Function/ task: Death on pension	
Employer responsibility	Administrator responsibility
<p>Where the FRA is made aware of the death of retired member, ensure that the administrator has been notified of the death to avoid overpayment of pension.</p>	<p>Send an acknowledgement letter to the next of kin within 5 working days of notification of death.</p>

	<p>Provide a letter to dependants confirming the benefits payable within 5 working days of receiving all certificates, proof of identity, and relevant completed forms.</p> <p>Assist the FRA and the next of kin by ensuring that benefit options and payments are expedited in an appropriate and compassionate manner.</p>
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Function/ task: Purchase of added pension	
Employer responsibility	Administrator responsibility
<p>Provide member with factsheet and quotation form on request. Form to be returned to the administrator.</p> <p>Arrange payroll deductions as advised by administrator.</p>	<p>Provide quote and election form to member within 10 working days of receipt of completed request.</p> <p>Advise employer of start date of contract and deductions from pay.</p> <p>Maintain a record of additional pension contracts.</p> <p>Pay the relevant benefits alongside main scheme benefits at retirement/ transfer-out.</p>

9 Local Pension Board responsibilities

Local Pension Boards were required to be established by the 1 April 2015 under the provisions of [Section 5 of the Public Service Pensions Act 2013](#) and regulation 4A of [The Firefighters' Pension Scheme \(Amendment\) \(Governance\) Regulations 2015](#).

The regulations state that each FRA must have an equal number of employer and member representatives, with a minimum of four members in total. Members are expected to have a sufficient degree of knowledge and understanding of the pension scheme to allow them to fulfil their role, which is to assist the scheme manager in complying with the pension scheme rules.

The LGA Bluelight pensions team can provide annual [training](#) for boards at a local or regional level. TPR also offers a series of courses on the [Public Service toolkit](#), to help those involved in scheme governance to improve their knowledge.

The Firefighter's Pensions (England) Scheme Advisory Board (SAB) website holds a range of [resources](#) that have been developed to facilitate the effective running of Local Pension Boards.

Appendix 1. Standard timescales

Please see [7.1 Performance reporting](#) for more information.

Work-flow/ task	Standard (working days)
Respond to member queries	5 days
New starters processed	10 days
Changes in details processed	10 days
Active ABS issued	31 August – where year-end on time
Deferred ABS issued	31 May
Year-end queries to FRA	1 month
Pension saving statements	6 October
Divorce estimates	10 days
Transfers in	15 days
Transfer out estimates	10 days
Transfers out	10 days
Refunds paid	5 days
Deferred benefits calculated	2 months
Retirement options sent	5 days
Retirement benefits processed for payment	5 days (or by retirement date if sooner)
Deferred benefits paid	5 days
Death notification processed	5 days
Dependants benefits paid	5 days
Death grant paid	5 days
Retirement lump sum paid	5 days
Payments recalled due to death	12pm day before payroll
Changes to bank details	Payroll cut off

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DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

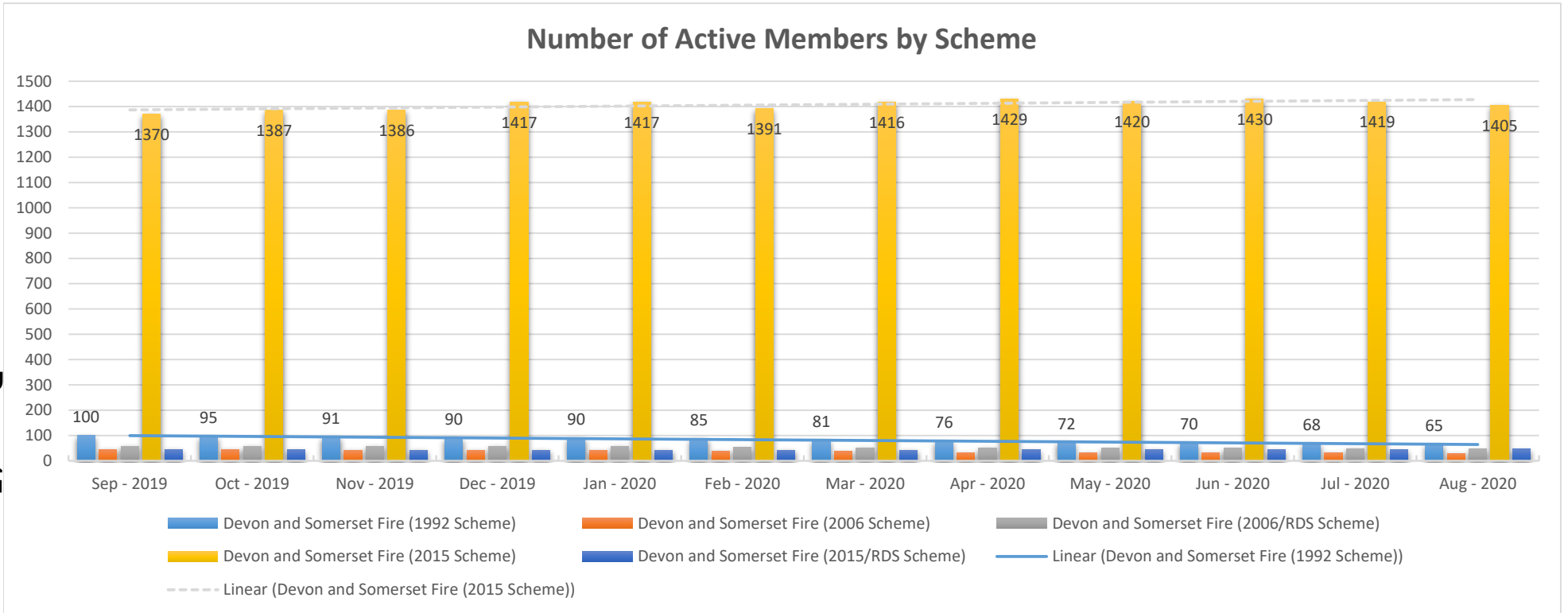
DATE OF MEETING	9 September 2020
SUBJECT OF REPORT	POTENTIAL KEY PERFORMANCE INDICATORS FOR THE SERVICE AND BOARD
REPORT AUTHOR	Human Resources Reward & Benefit Manager
EXECUTIVE SUMMARY	<p>The Board Action Log referred to elsewhere on the agenda for this meeting contains an action to consider and develop Key Performance Indicators (KPIs) for both the Scheme Manager and the Board.</p> <p>This paper now sets out, for discussion, some initial thoughts for KPIs.</p>
APPENDICES	A. Graphs and Data Tables produced using figures reported in the WYPF monthly pension update reports.

- 1.1. Below are some ideas for key performance indicators (KPIs) for discussion in relation to measuring the effectiveness of Devon & Somerset Fire & Rescue Service (the Service) administration of the firefighters' pensions schemes.
- 1.2. With the exception of (a), more consideration would be needed specifically around the timeframe and whether/how the data needed to measure performance as per the KPIs could be captured:
 - (a). Submission of monthly pension reporting to WYPF by the last day of the month;
 - (b). Something around the ill-health retirement process and timescales;
 - (c). Something about estimates and the timeframe from the request being made by the staff member to WYPF having all of the necessary information to process it;
 - (d). Something about the number of follow up queries made of the Service by WYPF following submission of requests to them;
 - (e). Notifications of retirement and timeframes on this (e.g., for a WT staff member, the Service should notify WYPF at least 6-weeks before retirement). On-call is more problematic as the Service does not have visibility of the data WYPF require until the month the person has left.
- 1.3. When the Board has agreed relevant and appropriate KPIs, the intention would be to develop a "dashboard" to facilitate ease of monitoring. This could then be reported to each subsequent Board meeting. For illustrative purposes, the data and associated charts appended to this report are extrapolated from data included in the WYPF monthly reports.

CAROLINE GOURLAY
HR Reward and Benefits Manager

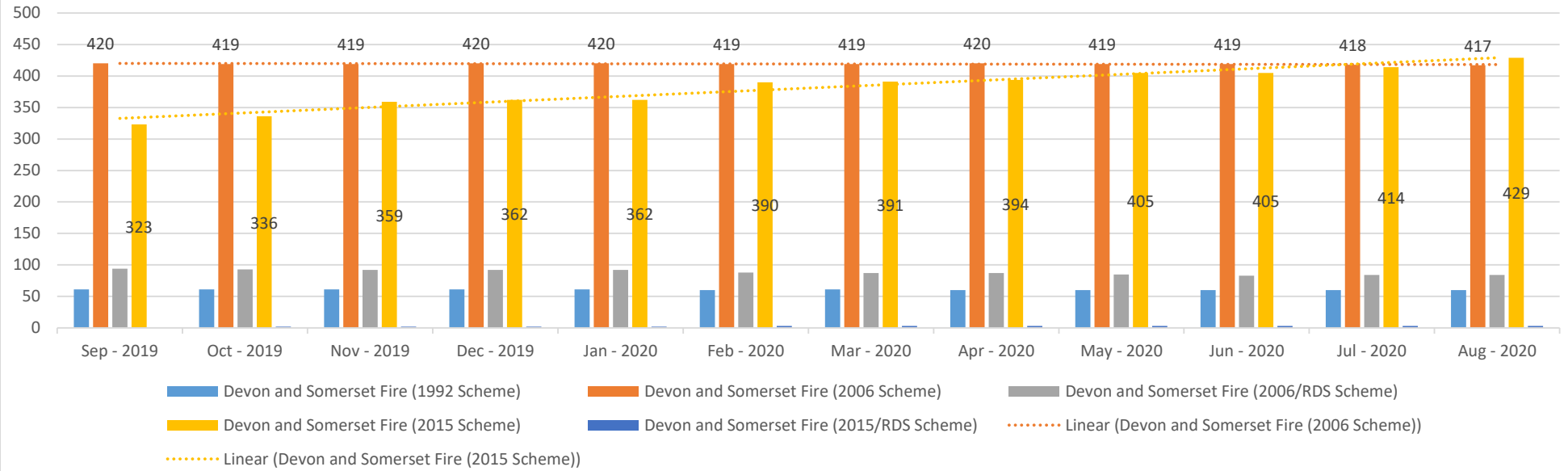
Trend Analysis graphs & Data for the period September 2019-August 2020

The following graphs and tables of data have been produced using figures reported in the WYPF monthly pension update reports.



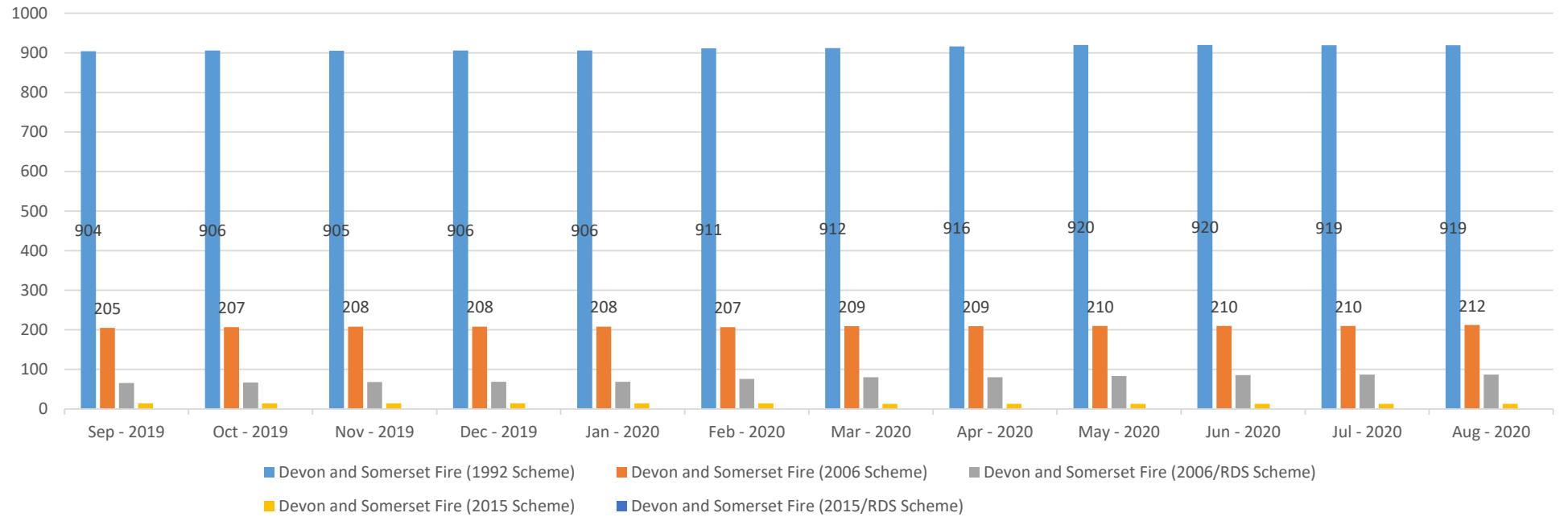
Active members by scheme	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Devon and Somerset Fire (1992 Scheme)	100	95	91	90	90	85	81	76	72	70	68	65
Devon and Somerset Fire (2006 Scheme)	45	45	41	40	40	39	37	32	32	32	33	29
Devon and Somerset Fire (2006/RDS Scheme)	58	58	58	57	57	53	52	51	50	49	48	46
Devon and Somerset Fire (2015 Scheme)	1370	1387	1386	1417	1417	1391	1416	1429	1420	1430	1419	1405
Devon and Somerset Fire (2015/RDS Scheme)	44	43	42	42	42	42	42	43	44	43	43	46
TOTAL	1617	1628	1618	1646	1646	1610	1628	1631	1618	1624	1611	1591

Number of Deferred Members by Scheme



Deferred Members by Scheme	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Devon and Somerset Fire (1992 Scheme)	61	61	61	61	61	60	61	60	60	60	60	60
Devon and Somerset Fire (2006 Scheme)	420	419	419	420	420	419	419	420	419	419	418	417
Devon and Somerset Fire (2006/RDS Scheme)	94	93	92	92	92	88	87	87	85	83	84	84
Devon and Somerset Fire (2015 Scheme)	323	336	359	362	362	390	391	394	405	405	414	429
Devon and Somerset Fire (2015/RDS Scheme)	1	2	2	2	2	3	3	3	3	3	3	3
TOTAL	899	911	933	937	937	960	961	964	972	970	979	993

Number of Pensioners by Scheme



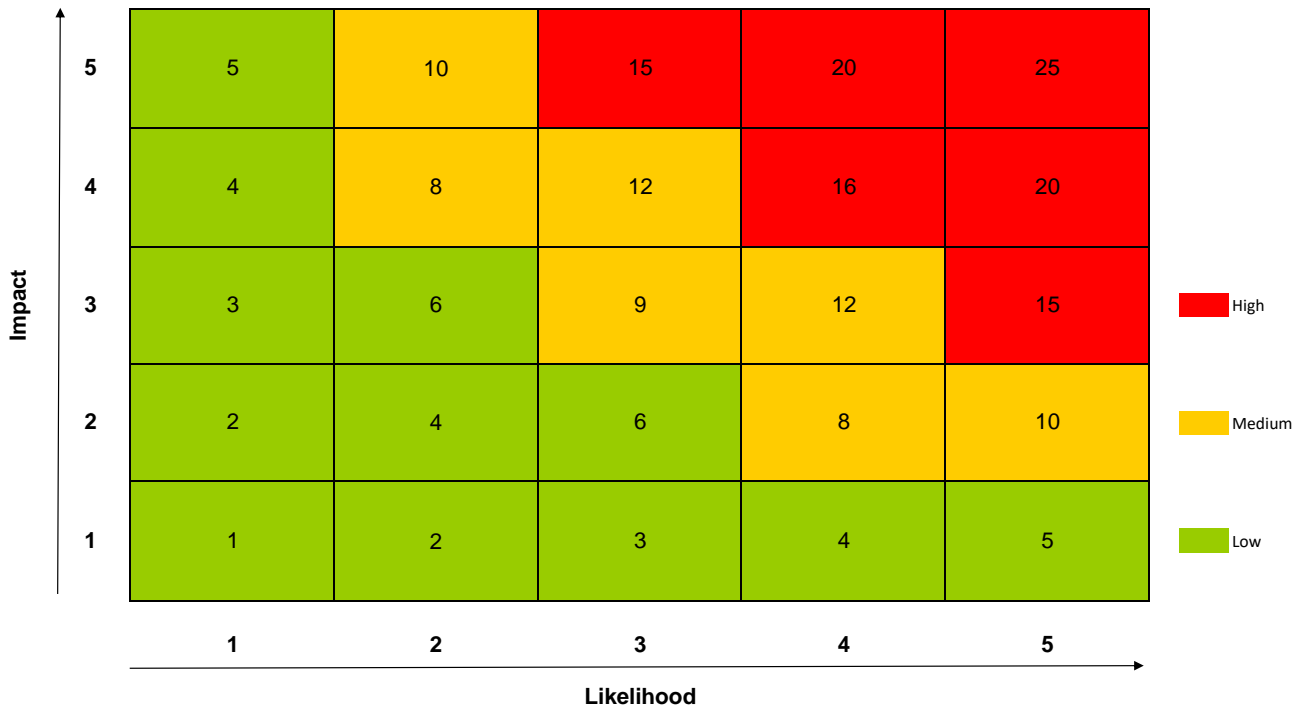
Pensioners by Scheme	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Devon and Somerset Fire (1992 Scheme)	904	906	905	906	906	911	912	916	920	920	919	919
Devon and Somerset Fire (2006 Scheme)	205	207	208	208	208	207	209	209	210	210	210	212
Devon and Somerset Fire (2006/RDS Scheme)	66	67	68	69	69	76	80	80	83	86	87	87
Devon and Somerset Fire (2015 Scheme)	14	14	14	14	14	14	13	13	13	13	13	13
Devon and Somerset Fire (2015/RDS Scheme)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1189	1194	1195	1197	1197	1208	1214	1218	1226	1229	1229	1231

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Ref	Context/Causational trigger	Hazard (anything that may cause harm)	Impact (who/what may be harmed and how)	Gross Impact	Gross Likelihood	Gross Risk Score	Controls in place	Net Impact	Net Likelihood	Net Risk Score	Further controls required	Target Impact	Target Likelihood	Target Risk Score	Control Owner	Risk Owner
LPB001	Cyber attack	Complete loss of systems	Catastrophic loss of capability	5	4	20	1. Technological security tested in recent Pen Test 2. Cyber attack plan 3. BC plans (incl ICT) 4. Staff awareness 5. Additional comms to staff 6. BC exercise 2 Dec 2019	4	3	12	7. Evidence of BC plan for WYPF	3	3	9	1. Head of ICT 2. Head of ICT 3. HoHR & HoICT 4. Head of HR 5. Head of HR 6. HoHR & HoICT 7. Head of HR	Mike Pearson
LPB002	System failure	Temporary loss of systems	Systems unavailable until recovered and potential loss of data	4	3	12	1. BC Plan (incl ICT) 2. Departmental BC plans reviewed 3. Additional comms to staff 4. BC exercise 2 Dec 2019	3	3	9	5. Evidence of BC plan for WYPF	3	3	9	1. HoHR & Ho ICT 2. Head of HR 3. Head of HR 4. HoHR & Ho ICT 5. Head of HR	Mike Pearson
LPB003	Power supply failure	Temporary loss of systems	Systems unavailable until recovered	3	3	9	1. BC Plan (incl ICT, HR & Finance) 2. Departmental BC plans reviewed 3. Access to alternative locations 4. Back-up generator available	2	3	6	None at this time	2	3	6	1. Heads of HR; ICT; & Finance 2. Heads of HR; ICT; Finance; & Estates 3. Head of Estates 4. Head of Estates	Amy Webb
LPB004	Loss of premises	Loss of utilities or access to premises due to industrial action	Inability for staff to undertake work	3	3	9	1. BC Plan (incl ICT) 2. Departmental BC plans reviewed 3. Access to alternative locations and working from home	2	3	6	None at this time	3	2	6	1. Head of HR/ICT 2. Heads of HR; ICT; Finance; & Estates 3. Ho ICT/Estates	Amy Webb
LPB005	Member data incomplete or inaccurate	Incorrect pension calculations and Annual Benefit Statements and incorrect reporting to Home Office and The Pension Regulator	Pensioners may receive incorrect pensions Breaches of pension regulations	3	4	12	1. Payroll data for active members is provided by Pay & Conditions on a monthly basis to WYPF 2. Active members, deferred members and pensioners have an online account and can check their information 3. A data reconciliation exercise has been undertaken with GAD. 4. Address data cleanse completed annually and any address found to be incorrect or not known are investigated using a tracing agency.	2	2	4	None at this time	2	2	4	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR	Steven Pope
LPB006	Administration process failure/ maladministration	Pension administration not undertaken to the required standard	Pensioners may receive incorrect pensions Breaches of pension regulations Fraud by admin staff Fraudulent payments Failure of bank account to make payment Incorrect taxation of benefits	3	4	12	1. Pension SLA in place with KPIs 2. Scheme of delegation in place 3. Regular communication with administrator 4. WYPF have significant experience of administering a number of Fire Authorities. 5. Within P&C, we have a settled team who are competent in role. 6. Trend lines within WYPF monthly reports for key measures 7. WYPF to report on the agreed KPIs	2	2	4	8. Review Pension Administrator's audit reports	2	2	4	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR 5. Head of HR 6. Head of HR 7. Head of HR 8. Head of Finance	Amy Webb
LPB007	Annual Benefit Statement (ABS) not produced in time	There are required deadlines for a pension administrator to complete the Annual Benefit Statements in line with required timescales by TPR.	ABS not received by member and likely to be a reportable breach	3	4	12	1. Pension data from P&C now available on a monthly basis including yearend data 2. WYPF developing an automated system for ABS statements for the Modified Pension Scheme	2	2	4	None at this time	2	2	4	1. Head of HR 2. Head of HR	Steven Pope
LPB008	Excessive charges by Pension Administrator	Unplanned increases in charges	Additional pressure on the budgetary efficiency of the Service	3	4	12	1. Contracts are controlled by OJEU rules and the contract is subject to renewal on a 5 year basis with the option for an extension for 1-2 years. 2. Contract prices and any adhoc scenarios where additional charges may be incurred are included in the contract terms.	2	2	4	None at this time	2	2	4	1. Head of Finance 2. Head of Finance	Amy Webb
LPB009	Officers or Members acting outside of delegated responsibility	Officers or Members either deliberately or unknowingly acting outside of their delegated responsibility	Additional financial implications for the pension schemes or breach of the pension regulations	3	4	12	1. Authority Members have agreed an approved Scheme of Delegation and financial limits for decisions associated with the pensions. 2. A Pensions Discretions Policy is in place. 3. Officers are competent in pension matters and receive CPD training 4. Support and advice is available through the WYPF Client Manager and the LGA Pension Advisors	2	2	4	None at this time	2	2	4	1. Dem Services Manager 2. Head of HR 3. Head of HR 4. Head of HR	Mike Pearson
LPB010	Employer fails to deduct correct pension contributions from members	Incorrect pension contribution being recorded and collected	Active pensioners and DSFRS have to backdate pension contribution arrears	3	4	12	1. Pension deductions and rules are set within the payroll system based on earnings 2. New joiners are entered into the applicable pension scheme 3. Staff who have opted-out are auto-enrolled into the applicable pension scheme unless they opt-out again 4. Reconciliation of deduction carried out by Finance on a monthly basis 5. Internal audit review deductions as part of audit scope	2	2	4	None at this time	2	2	4	1. Head of Finance 2. Head of HR 3. Head of HR 4. Head of Finance 5. Head of Finance	Amy Webb

Ref	Context/Causational trigger	Hazard (anything that may cause harm)	Impact (who/what may be harmed and how)	Gross Impact	Gross Likelihood	Gross Risk Score	Controls in place	Net Impact	Net Likelihood	Net Risk Score	Further controls required	Target Impact	Target Likelihood	Target Risk Score	Control Owner	Risk Owner
LPB011	Failure by the Pension Administrator to interpret rules or legislation correctly	Incorrect pension calculations and estimates	Incorrect pensions received and either backdated employer and employee contributions required or overpayments collected.	3	4	12	1. Regular attendance at pension training and update events by WYPF. 2. Regular monitoring of key sources of information e.g. LGA Bulletins, Scheme Advisory Board. 3. DSFRS have regular client meetings with WYPF and scrutinise pension changes	2	2	4	None at this time	2	3	6	1. Head of HR 2. Head of HR 3. Head of HR	Steven Pope
LPB012	Annual Statutory Accounts criticised by external auditors / The Pension Regulator	Major issues exist with the Management and Administration, and/or accounting for the Firefighter Pension Schemes	Reputational damage to the Service. Dissatisfaction from staff in the service they receive.	3	4	12	1. Trained, experienced officers produce the accounts to a detailed timescale. 2. Pension data for the accounts is provided by the Governments Actuary Departments (GAD). 3. Advice available from the Fire Finance network, LGA and Pension Administrator	2	2	4	None at this time	2	2	4	1. Head of Finance 2. Head of Finance 3. Head of Finance	Amy Webb
LPB013	Failure to communicate with staff concerning significant changes to pension arrangements	Pension members not receiving correct information	Members could make key pension decisions with inadequate information available to them	3	4	12	1. Regular attendance at LGA pension training events. 2. Regular monitoring of key sources of information e.g. LGA Bulletins, Scheme Advisory Board. 3. Client meetings with WYPF and scrutiny of pension changes 4. Ensure information on the impact of promotions to the Annual Allowance is made clear to staff.	1	2	2	None at this time	1	2	2	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR	Steven Pope
LPB014	Court of Appeal decision on unlawful discrimination from Transitional arrangements for transfer from the 1992 to 2015 (McCloud/Sargent case)	2015 scheme members will need to be transferred back to their preferred pension scheme	Significant pension administration in making back-dated adjustments to pensions. Implementation of the remedy may be problematic due to data gaps following transfer of payroll and pensions providers	3	5	15	1. Employers will be represented at the ET. 2. Ensuring that historic data that might be required is retained to help manage any potential remedy 3. Pension reserve in place to support administration costs 4. Accessing information from LGA to ensure we are fully informed 5. Receiving updates from Fire Finance Network and national reps	2	5	10	6. Consideration of data retention pending remedy 7. Ability to take on additional staff to support administration (pending reserve)	2	5	10	1. Head of HR 2. Head of HR 3. Head of Finance 4. Head of HR 5. Head of Finance 6. Head of HR 7. Head of HR	Amy Webb
LPB015	Court of Appeal decision on unlawful discrimination for Part-time workers prior to 2000 (O'Brien/Matthews case)	Pension entitlement prior to 2000 will need to be calculated and a repayment scheme made available (similar to 2006 modified exercise)	Significant pension administration in making back-dated adjustments to pensions. Implementation of the remedy may be problematic due to data gaps following transfer of payroll and pensions providers (and potential to go back to 1976 service)	3	5	15	1. Employers will be represented at the ET. 2. Ensuring that historic data that might be required is retained to help manage any potential remedy 3. Pension reserve in place to support administration costs 4. Accessing information from LGA to ensure we are fully informed 5. Receiving updates from Fire Finance Network and national reps	2	5	10	6. Consideration of data retention pending remedy 7. Ability to take on additional staff to support administration (pending reserve)	2	5	10	1. Head of HR 2. Head of HR 3. Head of Finance 4. Head of HR 5. Head of Finance 6. Head of HR 7. Head of HR	Amy Webb
LPB016	COVID-19 Pandemic	Pension scheme administration cannot be undertaken	Increase in administration of pensioner records and administrator absence due to illness	3	5	15	1. Working at home arrangements 2. HR Business continuity plans 3. Government guidance on healthy workplaces	2	3	6	4. WYPF business continuity arrangements (received not yet reviewed)	2	3	6	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR	Steven Pope
LPB017	Loss of Key Staff	Single points of failure	Pensioners may receive incorrect pensions Breaches of pension regulations	3	4	12	1. Head of HR supported by Rewards and Benefits Manager 2. Pension SLA in place with KPIs 3. Scheme of delegation in place 4. WYPF has an experienced team 5. P&C has an experienced team. 6. WYPF to report on the agreed KPIs	2	2	4	None at this time	2	2	4	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR 5. Head of HR 6. Head of HR	Steven Pope
LPB018	GDPR Breach	Failure to comply with GDPR	Prosecution, fines, enforcement notices, civil action, reputational damage.	3	4	12	1. GDPR impact assessments conducted by DSFRS as part of GDPR prep 2. GDPR requirements included in pensions administration contract 3. Data sharing agreements in place with WYPF 4. Staff induction and CPD includes GDPR	2	2	4	None at this time	2	2	4	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR	Steven Pope
LPB019	Failure of LPB members to maintain knowledge and understanding to required level	Failure of LPB to discharge its statutory functions	Breaches of the law. Action by TPR. Reputational damage	3	3	9	1. LPB induction includes: TPR CoP 14; TPR e-learning; and LGA training 2. Attendance at LGA Annual Fire Pensions Conference 3. Regular LPB meetings 4. LPB meetings include a training topic to reinforce learning or generate debate	2	2	4	5. TNA and individual training plans	2	1	2	1. Head of HR 2. Head of HR 3. Head of HR 4. Head of HR 5. Head of HR	Mike Pearson
LPB020	Employer incorrectly enrolls an employee into the Firefighter's Pension scheme	Failure to auto enrol in an appropriate pension scheme resulting a breach of the law from incorrect application of pension rules and incorrect deductions from pay	Fines or other action by the Pension Regulator. Reputational damage. Staff dissatisfaction and complaints take up management time.	3	4	12	1. P&C staff informed that only FF on permanent contracts can be enrolled in the FFPS. 2. P&C staff informed to not include the FFPS in the offer letter for FF on FTCs but to include the LGPS. 3. Auto enrolment for FF on temporary contacts will only be applied under the LGPS.	2	2	4		2	2	4	1. Head of HR	Steven Pope

RISK MEASUREMENT MATRIX



Likelihood

Score	Likelihood Description	
1	Not likely	0-10% chance of occurring
2	Possible	11 to 20% chance of occurring
3	Quite possible	21 to 50% chance of occurring
4	Likely	51 to 80% chance of occurring
5	Very likely	>81% chance of occurring

Impact

The explanation as to the appropriate level of impact will be different depending upon the type of work undertaken. It is not appropriate to have a score of 5 in all aspects, i.e. a project that protects heritage should not have an impact as high as a project that potentially prevents multiple fatalities. The different explanations are provided under four headings below.

Community life risk, health and safety		
Score	£	Impact Description
1	£Nil to £1,000	Negligible risk of injury
2	£10,000	Minor illness or injury requiring little or no treatment
3	£100,000	Temporary injury or damage requiring extended treatment
4	£1 million	Critical, death/serious injury or damage
5	£2 million	Catastrophic, single or multiple fatalities, extreme loss

Environment and heritage		
Score	£	Impact Description
1	£Nil to £1,000	Negligible risk to the environment/heritage
2	£10,000	Minor damage to habitat or heritage site, localised pollution with no loss of life, effects short term
3	£100,000	Restricted loss to habitat or heritage site, localised environmental pollution with loss of animal life, effects short term
4	£1 million	Critical, total loss of habitat or heritage site, extensive environmental pollution with loss of animal life, effects long term or irreversible

Use of resources and organisational effectiveness		
Score	£	Impact Description
1	£Nil to £1,000	Negligible loss of service delivery or departments/function's effectiveness
2	£10,000	Minor loss of resources impinging on efficiency and effectiveness from one department/function
3	£100,000	Loss of resources disrupting service delivery from one or more departments
4	£1 million	Critical, loss of resources preventing aspects of service delivery from one or more departments/functions
5	£2 million	Catastrophic, significant or total loss of resources preventing intervention or prevention service delivery, loss of reputation

Corporate Governance		
Score	£	Impact Description
1	£Nil to £1,000	Negligible risk of contravening procedures
2	£10,000	Minor non-compliance with legislation, enforcement action, audit requirements, national targets involving the identification of Recommended Actions, or non compliance with local procedures, good management practice or local performance targets
3	£100,000	Non-compliance with legislation, enforcement actions or audit requirements involving government intervention, prosecution, significant fines or loss of reputation

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DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	9 September 2020
SUBJECT OF REPORT	FIREFIGHTERS' PENSIONS SCHEME ANNUAL CONFERENCE 2020
REPORT AUTHOR	Director of Governance & Digital Services (Mike Pearson)
EXECUTIVE SUMMARY	<p>The Local Government Association Firefighters' Pensions Scheme Annual Conference will this year be held via Zoom on Tuesday 22 and Wednesday 23 September 2020.</p> <p>A copy of the draft agenda for the Conference is attached and further information and booking links can be found on the LGAs Events page.</p> <p>Board Members are encouraged to attend this event.</p>
APPENDICES	A. Draft agenda for the Local Government Association Firefighters' Pensions Scheme Annual Conference 2020.

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FPS AGM – Zoom

Tuesday 22 September 2020	
16:00	Chair's welcome and introduction Joanne Livingstone , Chair of the Firefighters' (England) Scheme Advisory Board
16:05	TPR update Nick Gannon , Policy Lead, TPR
16:45	Virtual quiz and networking
17:30	Close

Wednesday 23 September 2020	
11:00	Chair's welcome and introduction Joanne Livingstone , Chair of the Firefighters' (England) Scheme Advisory Board
11:15	LGA update What has the year looked like Clair Alcock , Senior Pensions Adviser, LGA
11:35	Administration and Benchmarking committee update Des Prichard , Chair of the committee
12:00	Refreshment break
12:15	Case law update Eversheds Sutherland
12:45	Lunch break
13:15	Age discrimination remedy update Home Office
13:30	Remedy workshops – 3 x Zoom rooms <ul style="list-style-type: none"> • Technical • Data • Comms
14:20	Workshop feedback
14:30	Close

[FPS AGM - Day 1 - Tues 22 Sept 2020](#)

[FPS AGM - Day 2 - Weds 23 Sept 2020](#)

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Devon and Somerset Fire and Rescue Authority - Local Pension Board Work Programme 2019 - 2021 v1.05

Theme	Activity	SI	15-Feb-19	29-May-19	08-Aug-19	30-Oct-19	18-Mar-20	24-Jun-20	16-Sep-20	09-Dec-20	17-Mar-21	23-Jun-21	15-Sep-21	08-Dec-21
Administration	ABS Feedback					X			X				X	
Administration	Correspondence	Y	X	X	X	X	X	X	X	X	X	X	X	X
Administration	Scheme Manager's Report	Y	X	X	X	X	X	X	X	X	X	X	X	X
Administration	WYPF attendance at LPB meeting					X		X	X		X		X	
Administration	Confirmation website up to date	Y				X	X	X	X	X	X	X	X	X
Governance	Annual Report							X				X		
Governance	Appointments to the Board		X				X				X			
Governance	LPB Work Plan				X			X				X		
Governance	Review of Breaches		X											
Governance	Review ToR						X				X			
Governance	Roles and Responsibilities				X		X				X			
Governance	TPR Annual Survey Return (Nov)						X			X				X
Governance	TPR Annual Survey Results (May/Jun)					X			X	X			X	
Risk and Assurance	KPIs	Y	X	X	X	X	X	X	X	X	X	X	X	X
Risk and Assurance	LPB Action Log	Y	X	X	X	X	X	X	X	X	X	X	X	X
Risk and Assurance	LPB Audit Report		X											
Risk and Assurance	Risk Register	Y	X			X	X	X	X	X	X	X	X	X
Risk and Assurance	TPR Self Assessment		X		X			X		X		X		X
Risk and Assurance	Annual review of internal controls						X				X			
Training	Annual Training Needs Analysis					X			X	X			X	
Training	Induction for new members					X			X				X	
Training	Training Log	Y	X	X	X	X	X	X	X	X	X	X	X	X

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