



**DEVON &
SOMERSET**
FIRE & RESCUE SERVICE

LOCAL PENSION BOARD

Date of Meeting: Wednesday 15 September 2021, at 3.00 pm via Microsoft Teams

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 - 6) Notes of the meeting held on 23 June 2021 attached
4.	<u>Review of Actions</u> (Pages 7 - 8) Latest version of Action Log showing progress against open actions attached.
5.	Board Training
	(a) <u>Board Training Log</u> (Pages 9 - 10) Attached.
	(b) <u>Board Member Induction</u> To discuss. See also Item 11 below.
6.	<u>Correspondence Update</u> (Pages 11 - 12) Log attached.
7.	<u>Scheme Manager Update</u> (Pages 13 - 16) Paper attached.
8.	<u>Update on Key Performance Indicators for the Service and the Board</u> (Pages 17 - 20) Paper attached.

ITEM NO.	ITEM TITLE
9.	<u>Risk Register</u> (Pages 21 - 26) To review the register (v1.08) attached.
10.	<u>Self-Assessment/Assurance</u>
	(a) <u>Website</u> To confirm that the website is up-to-date.
	(b) <u>Public Service Governance and Administration Survey 2020-21</u> (Pages 27 - 98) Document attached.
11.	<u>Topics of Interest and Board Training</u> (Pages 99 - 100) Paper attached.
12.	<u>LPB Work Programme</u> (Pages 101 - 102) Attached. To review programme and items for LPB meeting on 8 December 2021.
13.	<u>Date of Next Meeting</u> 15.00hours, Wednesday 8 December 2021 (venue to be confirmed).

Board Membership

*Scheme Manager
Representatives:*

*Scheme Member
Representatives:*

Other Attendees:

Mike Pearson

Phil Gillbard

Zoe Smyth (Rewards & Benefits Manager)

Shayne Scott

Andy Hallam

Steve Yates

Satnam Singh Rai

James Leslie

Cllr. David Thomas

Ben Redwood

Agenda Item 3

LOCAL PENSION BOARD 23 June 2021

Present:

*Scheme Manager
Representatives:*

*Scheme Member
Representatives:*

Other Attendees:

Mike Pearson (MP)
(Ch)

James Leslie (JL)

Caroline Gourlay (CG) (Rewards & Benefits
Manager)

Satnam Singh Rai
(SR)

Peter Redbourn (PR)

Zoe Smyth (ZS) (Rewards & Benefits Manager)

Helen Scargill (HS) (West Yorkshire Pension
Fund)

Steve Yates (SY) (Note-taker)

Apologies:

*Scheme Member
Representatives:*

Andy Hallam (AH)

Ben Redwood (BR)

MIN NO.	ITEM TITLE
LPB/21/14	<u>Conflict of Interest Declaration</u> No new interests were declared.
LPB/21/15	<u>Topic of interest - Pension Law</u> (Clair Alcock [CA] [Senior Pension Adviser, Local Government Association - LGA] in attendance for this item). CA delivered a presentation on the knowledge and skills required of a Board Member and the resources available to assist Board Members discharge their role effectively and efficiently. The presentation covered, amongst other things: <ul style="list-style-type: none">• the respective roles and responsibilities for firefighters pension schemes (Scheme Manager; Local Pension Board; Scheme Advisory Board; Pensions Administrator; and the Home Office [drafting of relevant legislation only, not interpretation]);• the role of the Local Pensions Board, which was to secure compliance with relevant pensions legislation;

MIN NO.	ITEM TITLE
	<ul style="list-style-type: none"> • guidance (including e-learning modules) from the Pensions Regulator (tPR) – the Board should have sufficient knowledge and understanding - and the right questioning approach - to be assured of compliance. This involved having a reasonable (not exhaustive) knowledge of the law (most recent legislation; rationale for decisions made); understanding the risks (risk assessments; internal controls to monitor and assess risk); understanding the data; understanding about the collection of money at the right time; understanding breaches of law; acting without conflict; and where to find relevant information (e.g. LGA FF Pensions Scheme website; FF Pensions Schemes Regulations and Guidance website; Firefighters Pensions Scheme Members website; Scheme Advisory Board website).
LPB/21/16	<p><u>Notes</u></p> <p>The Notes of the meeting held on 17 March 2021 were AGREED.</p>
LPB/21/17	<p><u>Review of Actions</u></p> <p>CONSIDERED updated Action Log (at 9 June 2021) listing Open Actions. Progress against actions was indicated in the comments column. It was noted that:</p> <ul style="list-style-type: none"> • work was ongoing with KPIs (see item LPB/21/21) below; • the final administration, management and governance strategy was still awaited. The Board had already agreed to adopt this, once issued; • McCloud/Sargeant. Immediate detriment cases were now being progressed in line with guidance issued (see item LBP/21/20 below). A copy of latest guidance from the government and the LGA had already been circulated to Board Members. Progression of remedy for people who had already retired was currently on hold pending further clarification; • appointments to the Board should be finalised following the Authority annual meeting on 29 June 2021; • the issue of incorrect deductions of retirement allowance relating to injury pensions was still being progressed; • the following actions were closed: <ul style="list-style-type: none"> ○ pensionability of fixed term contracts (see item LPB/21/20 below); ○ Board Training Needs Analysis; ○ Board Terms of Reference and roles/responsibilities review; ○ annual review of internal controls; ○ change of designated Scheme Manager; ○ the Pensions Regulator (tPR) consultation on draft content for new Code of Practice; ○ register of breaches of law; and

MIN NO.	ITEM TITLE
	<ul style="list-style-type: none"> ○ contractual overtime (Fire Brigades Union request). This item was now being addressed by the relevant Employment Relations Committee.
LPB/21/18	<p><u>Training Log Update</u> NOTED latest version of the Board Training Log (updated June 2021). All Board Members had completed tPR e-learning modules. New Board Members would be asked to undertake tPR e-learning modules.</p>
LPB/21/19	<p><u>Correspondence Update</u> NOTED latest version of log listing all correspondence received and circulated to Board Members since the last meeting.</p>
LPB/21/20	<p><u>Scheme Manager Update</u> CONSIDERED paper summarising current pension matters both locally and nationally which required input from the Service. In particular, the paper addressed:</p> <p><i>Pension Surveys and Annual Returns</i></p> <p>The annual Internal Dispute Resolution Procedure data return had been submitted to the Bluelight Pensions team at the LGA in May 2021.</p> <p>The LGA had requested completion of a remedy self-assessment survey, which is due by 30 June 2021. The survey sought to gain understanding of arrangements for managing the pension scheme and specifically implementing the age discrimination remedy. The Service had responded to this survey.</p> <p>The data required by the Scheme Administrator, West Yorkshire Pension Fund (WYPF), for the 2021 Annual Benefit Statements was submitted on 13 May 2021. The Service was fully up to date with the pension reporting required monthly by WYPF.</p> <p><i>Pension Communications</i></p> <p>An email communication setting out the Authority's decision on progressing immediate detriment cases had been circulated to all eligible staff on 23 April 2021.</p> <p>An intranet page had been created to provide updates regarding the pension reform and age discrimination remedy. This was communicated to staff by the Service communications team on 24 May 2021.</p> <p>Also on 24 May 2021, communication were issued on the launch of the first national website for Firefighters' pension scheme members, based on the scheme rules currently in place. Future content, including age discrimination remedy updates, would be added.</p> <p>The LGA had advised that 2021 Annual Benefit Statements (ABS) for protected members should not include projections beyond the current scheme year. This would be communicated in the ABS and the LGA acknowledged that, whilst this would be disappointing to members, it was due to the limitations within the software at present.</p>

MIN NO.	ITEM TITLE
	<p>A communication was issued on 21 April 2021 signposting FPS members to their online pension accounts, where members will be able to view their ABS.</p> <p>In March 2021, the National Audit Office (NAO) published a report into public service pensions. Whilst it was reported that the introduction of the 2015 scheme helped contain rising costs, it contained five key recommendations on issues the Government should look to address soon, including the impact of age discrimination remedy and how the cost control mechanism works.</p> <p><i>Pension Projects (Transition Protection Judgement; O'Brien v Ministry of Justice; Fixed-term contracts and eligibility to join the Firefighters' Pensions Schemes; Ill health Injury Pension and State benefits)</i></p> <p>The paper set out:</p> <ul style="list-style-type: none"> • the Authority decision, at its Extraordinary Meeting on 20 April 2021, to seek to remedy "immediate detriment" cases in light of transition protection judgement and subsequent advice from the government and the LGA. Nine requests had been received for immediate detriment quotations for retirement before 1 April 2022. Linked to this issue, the Authority would be invited to revise its policy on Voluntary Scheme Pays at its meeting on 29 June 2021. The LGA had released a set of remedy data collection tools. Additionally, both the government and the LGA had issued updated guidance on immediate detriment cases. The Scheme Advisory Board had written an open letter to the Treasury requesting further clarity on associated specific policy issues – contribution adjustments for 2006 Scheme members; decisions for taper members; and contingent decisions; • that there were no new updates on the O'Brien v Ministry of Justice case (Special Members of the 2006 Scheme – Second Options Exercise); • that the Scheme Advisory Board (SAB) had confirmed its earlier advice that temporary employments were not pensionable. The SAB would issue fire and rescue authorities with an advice note to enable them to obtain bespoke legal advice on this matter as required; • that WYPF was engaged in work to assess the interaction between State benefits and pension payments in relation to the treatment of Retirement Allowance benefits for a number of people who retired with an ill health injury on duty. <p><i>Reporting Breaches of Law</i></p> <p>There had been no breaches to report since last meeting</p> <p><i>Internal Dispute Resolution Procedure (IDRP)</i></p> <p>There had been no new complaints under the Procedure since the last Board meeting.</p> <p><i>Pension Administrator Quality of Service</i></p> <p>The Service continued to have an excellent working relationship with WYPF, with both parties seeking to improve the arrangements in place.</p>

MIN NO.	ITEM TITLE
	<p><i>Board Membership</i></p> <p>Peter Redbourn’s term as a Scheme Member representative on the Board would expire at the end of June 2021. Peter would be replaced, from 1 July 2021, by Philip Gillbard, a Crew Manager at Middlemoor and retained Watch Commander at Tiverton who has been with the Service 1991.</p> <p>Additionally, this would be Caroline’s last meeting in support of the Board. The Board asked to have placed on record its thanks to:</p> <ul style="list-style-type: none"> • Peter for his valuable contribution since the Board’s inception in 2015; • Caroline for her support to the Board.
<p>LPB/21/21</p>	<p><u>Board KPI Report</u></p> <p>CONSIDERED paper providing an update on development of Key Performance Indicators (KPIs) for both the Service and the Board. This detailed progress against the two established KPIs:</p> <ol style="list-style-type: none"> 1. submission of monthly pension reporting to WYPF by the last day of the month – secured on eight out of the nine months that this KPI had been measured. In future years, an extended timeframe would be applied for submission of reports in March; and 2. notifications of normal retirement and timeframes for submission – the Pay and Conditions Team had continued to submit notifications of normal retirements to WYPF within the service level agreement of five days of receipt. The issue still remained, though, of the Service receipt of notification of normal retirements in sufficient time. A potential solution for this could be discussed further as necessary, informed by what other fire and rescue services might be doing. This would in part, however, depend on individual service notice requirements. <p>Work was ongoing on development of a proposed KPI for the ill-health retirement process and timescales.</p> <p>Two further KPIs were proposed and accepted, for measurement quarterly by way of 360 degree feedback from WYPF and subject to review at the next Board meeting:</p> <ol style="list-style-type: none"> (a). The timeframe for estimates to be processed: from the request being made by the staff member to WYPF having all of the necessary information to process each one; and (b). Quality of data: the number of follow up queries needed by WYPF following initial submission of the request for an estimate/quote.
<p>LPB/21/22</p>	<p><u>Risk Register</u></p> <p>CONSIDERED latest version (v1.08) of the Board Risk Register. There had been no changes since the Board last viewed the Register. The Register was, however, a “live” document and could be updated at any stage. It would also be necessary to measure the effectiveness of the control measures to mitigate the risks as indicated in the Register.</p>

MIN NO.	ITEM TITLE
LPB/21/23	<p><u>LPB Annual Report</u></p> <p>The Annual Report covering work undertaken by the Board during 2020 would be prepared for submission to the Authority's Audit & Governance Committee on 30 July 2021. The draft report would be circulated to Board Members for comment prior to finalisation and submission to the Committee.</p>
LPB/21/24	<p><u>Self-Assessment/Assurance - Website</u></p> <p>NOTED that the website was considered up-to-date at this time. Membership of the Board would be revised in due course. The website could also be revised as necessary to include links to other, useful source websites (as per CA's earlier presentation – see LPB/21/15 above).</p>
LPB/21/25	<p><u>LPB Work Programme</u></p> <p>NOTED latest version of the Board work programme to December 2022. This would, though, be a rolling work programme, with indicative items subject to change. Other items could be incorporated as required.</p> <p>MP would consider production of a corresponding programme for Topics of Interest for consideration at individual Board meetings.</p>
LPB/21/26	<p><u>Date of Next Meeting</u></p> <p>15.00hours, Wednesday 15 September 2021 (venue to be confirmed).</p>

The Meeting started at 3.00 pm and finished at 4.20 pm

LPB Action Log 2021-09-06 - Open Actions

Date Raised	Source	Action Lead	Status	Pension Work Activity	Action	Comments	RAG
30-Oct-19	Board	Zoe Smyth	In progress	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. 28/04/20: CG considering dashboard approach. Now pending - Covid-19 17/08/20: CG to circulate thoughts on KPIs 09/09/20: Paper taken to LPB. CG to progress development of the KPIs. 15/10/20: CG looking at collecting relevant data to support measures. 09/12/20: KPI on time taken for ill-health retirements to be developed 07/01/21: Work ongoing, reporting on small dashboard for Feb 04/02/21: Dashboard produced. CG to set up additional measure and action comms around retiree notice periods. Impact on performance to be monitored 03/03/21: 2 KPIs in place, 3 further in progress. Comms to be actioned. 13/04/21: Comms issued 22.03.21. CG to speak to union reps. 12/05/21: Further comms to be actioned. Three further KPIs in progress. 09/06/21: Proposal to LPB 23rd June on 2 KPI's, ill-health KPI pending. 12/07/21: Slow progress due to HMI resourcing priorities. Likely to be Autumn. 06/09/21: As reported previously this is unlikely to be looked at until autumn.	G
18-Mar-20	Board	Mike Pearson	In progress	Risk Management	WYPF Cyber Security WYPF business continuity plan to be reviewed by MP/SP/CG, specifically with regard to cyber attack. Feedback given, WYPF asked to consider and respond. MP to review risk register to asses impact of gaps in WYPF BCP Aon free cyber questionnaire - consider benefit of using it (see email from Satnam 14/07/20).	28/04/20: Action pending because of Covid-19 arrangements. 17/08/20: Action remains pending because of Covid-19 arrangements. 15/10/20: MP to ask PP and SB to comment on WYPF BCP (done 16 Oct) 25/11/20: MP to write to WYPF with feedback on its BCP 09/12/20: WYPF asked to respond to issues raised 07/01/21: MP to review risk scores and consider using Aon free questionnaire 06/09/21: No further progression.	G
09-Sep-20	Board	Zoe Smyth	Pending	Administration and Compliance	Administration, Management and Governance Strategy Board agreed to adopt the template strategy developed by the LGA/SAB and that Board documentation and toolkits should be adapted accordingly subject to outcome of the LGA/SAB consultation.	15/10/20: Awaiting outcome of LGA/SAB consultation. 12/05/21: Still awaiting response. CG to contact CA/CH. 09/06/21: LGA anticipate issuing response by end of June. 12/07/21: LGA hope to publish with July bulletin. 06/09/21: Strategy published in July bulletin. SY to complete DSFRA version for December LPB meeting.	G
15-Oct-20	Scheme Manager	Amy Webb	Complete	Administration and Compliance	McCloud/Sargeant & O'Brien/Matthews Discrimination Remedy Need to consider resourcing required to implement potential remedy. Could be possibility to do something in collaboration with D&WFRS? Any central resourcing to deal with the complexity; knowledge; technology; communication issues to support fire authorities?	25/11/20: CG meeting with D&W on 3 Dec and will discuss resourcing needs. 15/12/20: Steer from LGA is focus on what we know e.g. start preparing on areas where there is information. HMT Policy decisions will be forthcoming in the couple of months from January. 04/01/21: LGA working with Home Office, SAB and NFCC to consider what the resourcing needs are going to be going forward and what the support offer should look like. 07/01/21: CG had asked team to start looking at data on known requirements 04/02/21: HMT response published. CG to arrange staff comms 03/03/21: WYFRS seeking collaborative advice. CG to speak to LGA re FAQ's. 13/04/21: Legal received. Paper to EO meeting of FRA on 20 April. 12/05/21: FRA agreed ID recommendations. ZS to progress COT3 agreement 09/06/21: ID cases being processed. Revised HMT guidance awaited. 12/07/21: Processes in place for ID cases. Additional admin resource being reviewed. ACTION CLOSED	
07-Jan-21	Work Programme	Mike Pearson	Complete	LPB Governance and Effectiveness	Appointments to the LPB Determine whether any Board members are nearing the end of their term of office in 2021 and to run any appropriate appointments process.	04/02/21: MP to check 2021 retirees. Position to be reported at LPB in March 03/03/21: MP to draft agenda item for LPB 17 March. 13/04/21: CG running process for employee rep. (Redbourne position). FRA to appoint employer rep at Ann. Meeting in June (Webb position). 12/05/21: CG/ZS to determine EE rep (1 expression of interest + PR). FRA to appoint new Treasurer as ER rep. 09/06/21: PG confirmed as new EE rep. 2 ER's to be appointed by FRA 12/07/21: All vacancies filled. ACTION CLOSED	

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Agenda Item 4

LPB Action Log 2021-09-06 - Open Actions

Date Raised	Source	Action Lead	Status	Pension Work Activity	Action	Comments	RAG
07-Jan-21	Scheme Manager	Zoe Smyth	In progress	Administration and Compliance	Injury Pension - Incorrect deduction of Retirement Allowance WYPF had identified possible incorrect deduction from a deceased pensioner dating back to 2010 and was reviewing other similar potential cases. Guidance issued by CLG October 2010 advised that RA should not be deducted but not clear if there was any further clarification or legal opinion. Further evidence required to establish whether WYPF assessment should be applied. Also need to consider whether incorrect deduction is a breach of the law and if so whether it is reportable.	07/01/21: CG to request further evidence/guidance from LGA/WYPF 04/02/21: WYPF expects full picture by end March. CG to speak with Peninsula Pensions for view on deduction rationale and any implication for LGPS. 03/03/21: CG to chase Peninsula Pensions for rationale and ensure audit trail. 13/04/21: CG waiting for info from Peninsula Pensions. WYPF report being worked on. 12/05/21: Info received from Peninsula Pensions - A 2011 internal audit report referred to for further clarity. CG to progress sourcing report. 09/06/21: Still locating DAP 2011 report. Awaiting WYPF potential remedy. 12/07/21: ZS to chase DAP report. MP to discuss decision with SS. 06/09/21: Meeting to be scheduled between MP, ZE and SS to discuss further	A
12-Jul-21	Chair	Mike Pearson	In progress	LPB Governance and Effectiveness	New Member Induction To ensure new board members receive adequate induction training	12/07/21: LGA considering future training plans. ZS to contact Avon/D&W FRS ref collective induction session that we ask LGA to run. 06/09/21: Induction training to be delivered by MP for SS, Cllr Thomas and Philip Gilbard	G



Local Pension Board – Training Log

Updated September 2021

	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
Satnam Singh Rai	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020
Cllr David Thomas							
Shayne Scott							
<u>Scheme Member Reps</u>							
Andy Hallam	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020	June 2020
Phillip Gilbard							
James Leslie	March 2020	March 2020	March 2020	March 2020	March 2020	March 2020	March 2020
Ben Redwood	Oct 2020	Oct 2020	Oct 2020	Oct 2020	Oct 2020	Oct 2020	Oct 2020
<u>Support Officers</u>							
Zoe Smyth	June 2021	June 2021	June 2021	June 2021	July 2021		

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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 2021	FPS Bulletin 46 – June 2021	Information Only	Local Government Association
5 July 2021	West Yorkshire Pension Fund Monthly Update July 2021	Information Only	WYPF
23 July 2021	Introduction of the Public Service Pensions & Judicial Offices Bill to the House of Lords	Information Only	Local Government Association
30 July 2021	FPS Bulletin 47 – July 2021	Information Only	Local Government Association
6 August 2021	West Yorkshire Pension Fund Monthly Update August 2021	Information Only	WYPF
9 August 2021	Publication of Home Office Guidance on the Public Service Pensions & Judicial Offices Bill	Information Only	Local Government Association
31 August 2021	FPS Bulletin 48 – August 2021	Information Only	Local Government Association

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DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	15 September 2021
SUBJECT OF REPORT	SCHEME MANAGER UPDATE
REPORT AUTHOR	HR Rewards & Benefits Manager
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.

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 (the Board). 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 Board 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 Board meetings.

2. GOVERNANCE & STRATEGY

- 2.1. Following recommendations made in the 2019 AON review of scheme administration and a subsequent consultation exercise, the LGA has now published a finalised template of an administration strategy. It is proposed that the Service will now review the published strategy and adapt it as required. This matter was previously discussed by the LPB on 9 September 2020 and there was a consensus that, pending the outcome of the consultation, the template should be adopted and existing Board documentation and toolkits adapted accordingly in line with the template. (Note LPB/20/33 refers)

3. PENSION COMMUNICATIONS

- 3.1. At the most recent SLA meeting with WYPF, it was confirmed that 100% of benefit statements had been issued for the Service and the deadline of 31 August had been met.
- 3.2. An additional update to staff regarding the pension reform is planned for later this month.

4. PENSION PROJECTS

Transition Protection Judgement

- 4.1. On 19 July 2021, HM Treasury (HMT) introduced the [Public Service Pensions & Judicial Offices Bill \(PSP&JO Bill\)](#) to the House of Lords. On 26 July 2021, a [House of Lords Briefing Paper](#) was published giving an overview of the Bill and a useful explanation of the policy background. The provisions of the Bill are listed by clause, with a brief description of what each intends to achieve.
- 4.2. Additionally, the [Home Office has published a guidance document](#) and the [LGA has published an update](#) to provide an overview of what the Bill means specifically for the FPS.
- 4.3. Since the last report, the Service has received an additional 9 requests for immediate detriment quotations for retirement before 1 April 2022 (18 in total to date).
- 4.4. At its ordinary meeting on 29 June 2021, the Authority resolved (Minute DSFRA/11 refers) to amend the Authority's discretionary policy on Voluntary Scheme Pays by adding an additional clause (c) (shown in ***bold italics***). The discretionary policy now reads:

That a Voluntary Scheme Pays arrangement be made available to individuals where one or more of the following circumstances apply:

 - (a). *where access to the Voluntary Scheme Pays arrangement for transitional members with service in one of the 1992 or 2006 Schemes and the 2015 Scheme would be the same as the access a protected 1992 or 2006 scheme member, or member with service only in the 2015 Scheme, would have to the Mandatory Scheme Pays arrangement;*
 - (b). *where access to the Voluntary Scheme Pays arrangement is afforded to those Scheme members where the pension growth in one or more schemes is more than their own Tapered Annual Allowance limit but less than the £40,000 Annual Allowance;*
 - (c). ***where access to the Voluntary Scheme Pays arrangement is necessary to meet additional tax charges resulting from an "immediate detriment" remedy.***
- 4.5. At the most recent SLA meeting with WYPF on 31 August, it was reported that the remedy data collection tools were still with the software company commissioned to develop them and had not yet been sent through to the scheme administrators for data population. This means that the current timeline for FRAs to review and confirm the accuracy of data has now been pushed back to early 2022.

O'Brien vs Ministry of Justice

- 4.6. There are no updates regarding the Special Members of FPS 2006 - Second options exercise (previously referred to as the Matthews or O'Brien cases).

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 (IDRP). There have been no new complaints under this procedure since the last Local Pension Board meeting.

7. PENSION ADMINISTRATOR QUALITY OF SERVICE

- 7.1. The Service continues to have an excellent working relationship with WYPF and both sides are continuing to seek to improve the arrangements that are in place.

8. BOARD MEMBERSHIP

- 8.1. Philip Gillbard, a Crew Manager at Middlemoor and retained Watch Commander at Tiverton, is a new Scheme Member representative from 1 July 2021.

ZOE SMYTH
HR Rewards & Benefits Manager

Agenda Item 8

DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	15 September 2021
SUBJECT OF REPORT	UPDATE ON KEY PERFORMANCE INDICATORS FOR THE SERVICE AND BOARD
REPORT AUTHOR	Human Resources Reward & Benefit Manager
EXECUTIVE SUMMARY	This paper provides an update on the Key Performance Indicators (KPI's) for the Scheme Manager and the Board.

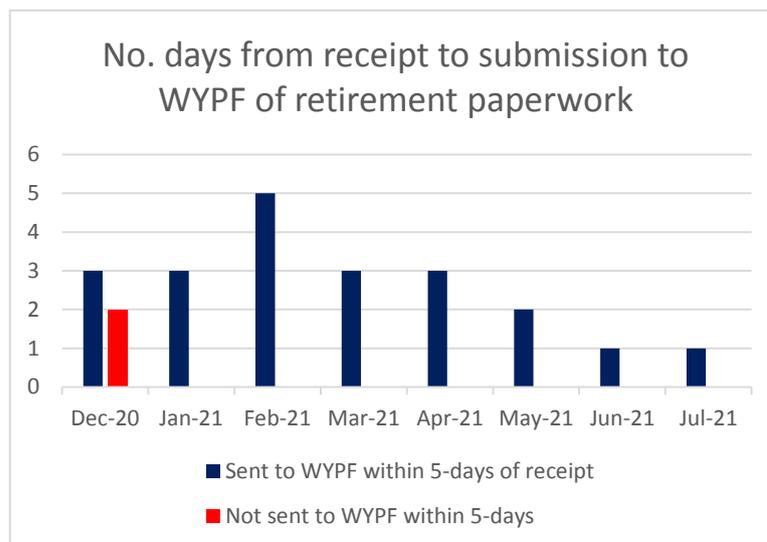
1.1. Below is a progress report on the established KPIs.

(a) **Submission of monthly pension reporting to WYPF by the last day of the month:**

For 11 out of the 12 months that this has been measured, we have achieved this KPI, as detailed below.

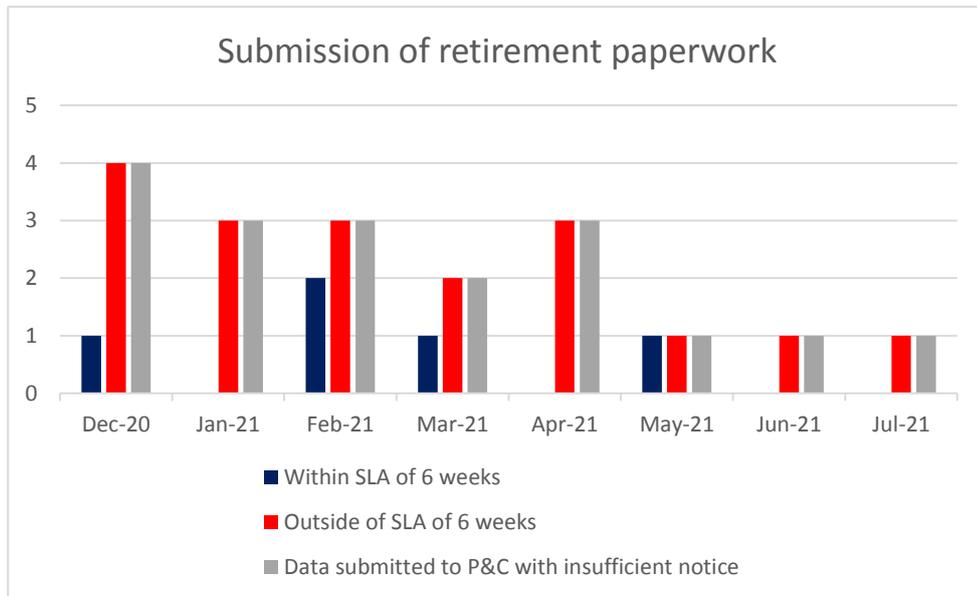
Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
18 Sep '20	27 Oct '20	10 Nov '20	23 Dec '20	20 Jan '21	19 Feb '21	26 Mar '21	13 May '21	28 May '21	25 Jun '21	26 Jul '21	26 Aug '21

(b) **Notifications of normal retirement and timeframes for submission**



During the period since the last report, the Pay & Conditions team have continued to submit notifications of normal retirement to WYPF within the SLA of 5-days of receipt.

1.2. Paperwork for 18 (79%) of the 23 retirements that have taken place between the period 1 December 2020 and 31 July 2021 were submitted to WYPF outside of the 6-week SLA. This continues to be because information is submitted to the Pay & Conditions team outside of this timeframe (chart overleaf).



1.3. Due to resourcing and workload, the proposed KPI around the ill-health retirement process and timescales has been put on hold for the time being. Later in the year work is planned in collaboration with the HR Operations team to review the process for ill health early retirement to identify appropriate timelines for KPIs.

1.4. Similarly, it is proposed that the 360 degree feedback process with WYPF is set up during Q3 of this year.

ZOE SMYTH
HR Reward and Benefits Manager

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Local Pensions Board - Risk Register v1.08 - Change of delegated scheme manager

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. HR R&B Mngr & HoICT 4. HR Reward & Benefits Manager 5. HR Reward & Benefits Manager 6. HR R&B Mngr & HoICT 7. HR Reward & Benefits Manager	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. HR R&B Mngr & Ho ICT 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR R&B Mngr & HoICT 5. HR Reward & Benefits Manager	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 ICT, Finance & HR R&B Mngr 2. Heads of ICT, Finance, Estates & HR R&B Mngr 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 ICT & HR R&B Mngr 2. Heads of ICT; Finance; Estates & HR R&B Mngr 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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager	Caroline Gourlay
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager 5. HR Reward & Benefits Manager 6. HR Reward & Benefits Manager 7. HR Reward & Benefits Manager 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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager	Caroline Gourlay
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

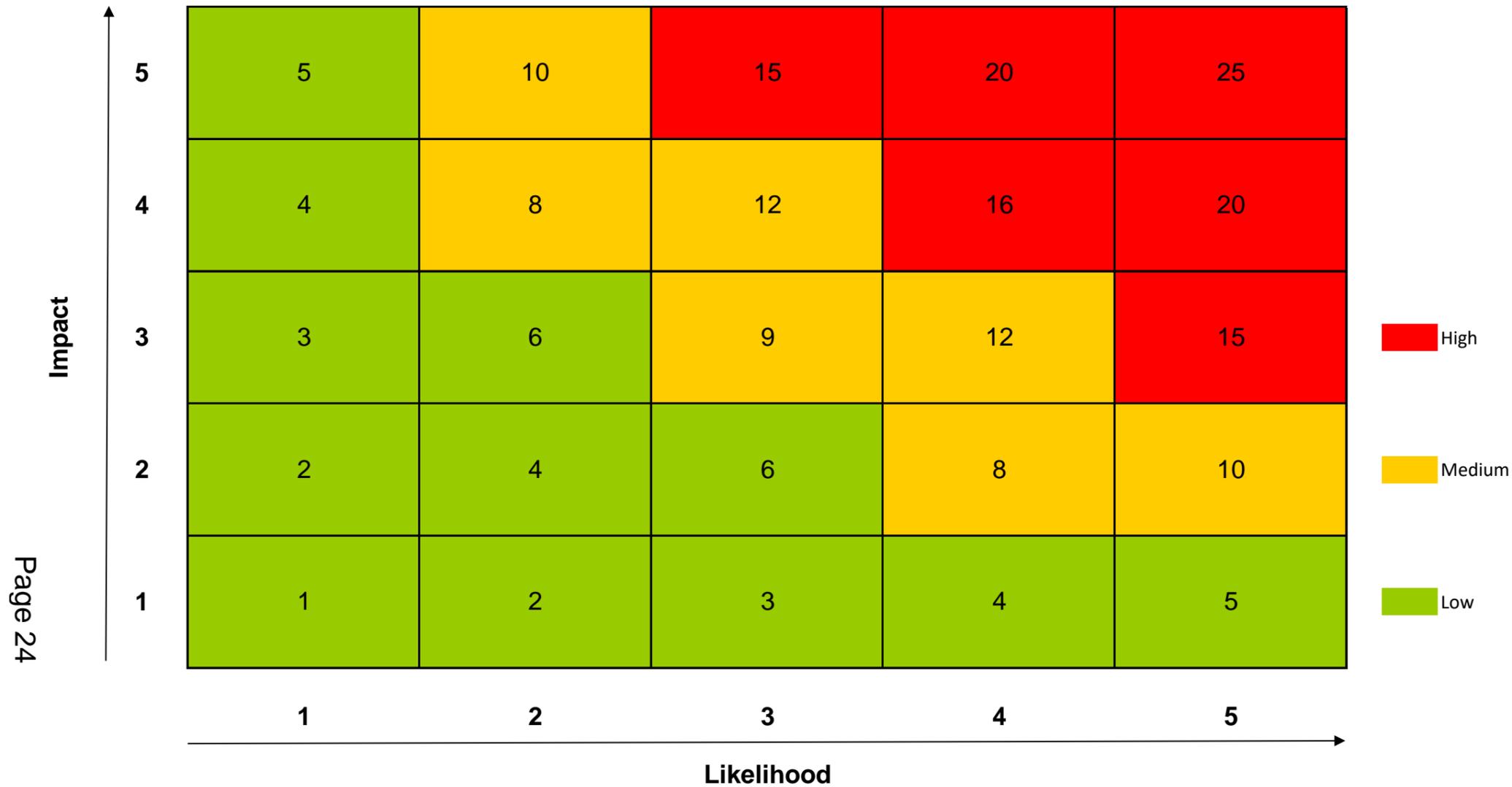
Local Pensions Board - Risk Register v1.08 - Change of delegated scheme manager

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
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. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager	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. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. Head of Finance 5. Head of Finance	Amy Webb
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager	Caroline Gourlay
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager	Caroline Gourlay
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. Head of Finance 4. HR Reward & Benefits Manager 5. Head of Finance 6. HR Reward & Benefits Manager 7. HR Reward & Benefits Manager	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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. Head of Finance 4. HR Reward & Benefits Manager 5. Head of Finance 6. HR Reward & Benefits Manager 7. HR Reward & Benefits Manager	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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager	Caroline Gourlay

Local Pensions Board - Risk Register v1.08 - Change of delegated scheme manager

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
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager 5. HR Reward & Benefits Manager 6. HR Reward & Benefits Manager	Caroline Gourlay
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager	Caroline Gourlay
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. HR Reward & Benefits Manager 2. HR Reward & Benefits Manager 3. HR Reward & Benefits Manager 4. HR Reward & Benefits Manager 5. HR Reward & Benefits Manager	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. HR Reward & Benefits Manager	Caroline Gourlay

RISK MEASUREMENT MATRIX



Likelihood

Score	Likelihood Description	
1	Not likely	0-10% chance of occurring
2	Possible	11to 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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Public service governance and administration survey 2020-21

Research report

Prepared for The Pensions Regulator by OMB Research

June 2021

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1. Executive summary

1.1 Introduction

This report summarises results from The Pensions Regulator's (TPR's) Public Service Pension Scheme (PSPS) Governance and Administration Survey 2020-21. The survey was undertaken by OMB Research, an independent market research agency, on behalf of TPR.

The primary objective of the survey was to track governance and administration practices among public service pension schemes. In addition, the 2020-21 survey also included new questions on schemes' response to the COVID-19 pandemic, awareness and perceptions of the pensions dashboards, and the actions taken by Local Government schemes in relation to climate-related risks and opportunities.

The survey was conducted online between January and March 2021, and was completed by representatives of 193 public service pension schemes out of the existing entirety of 206.

1.2 Key processes

There was little change since 2019 for the key processes that The Pensions Regulator (TPR) monitors as indicators of public service scheme performance. However, the proportion of schemes with all six processes in place increased to 70% from 64% in 2019.

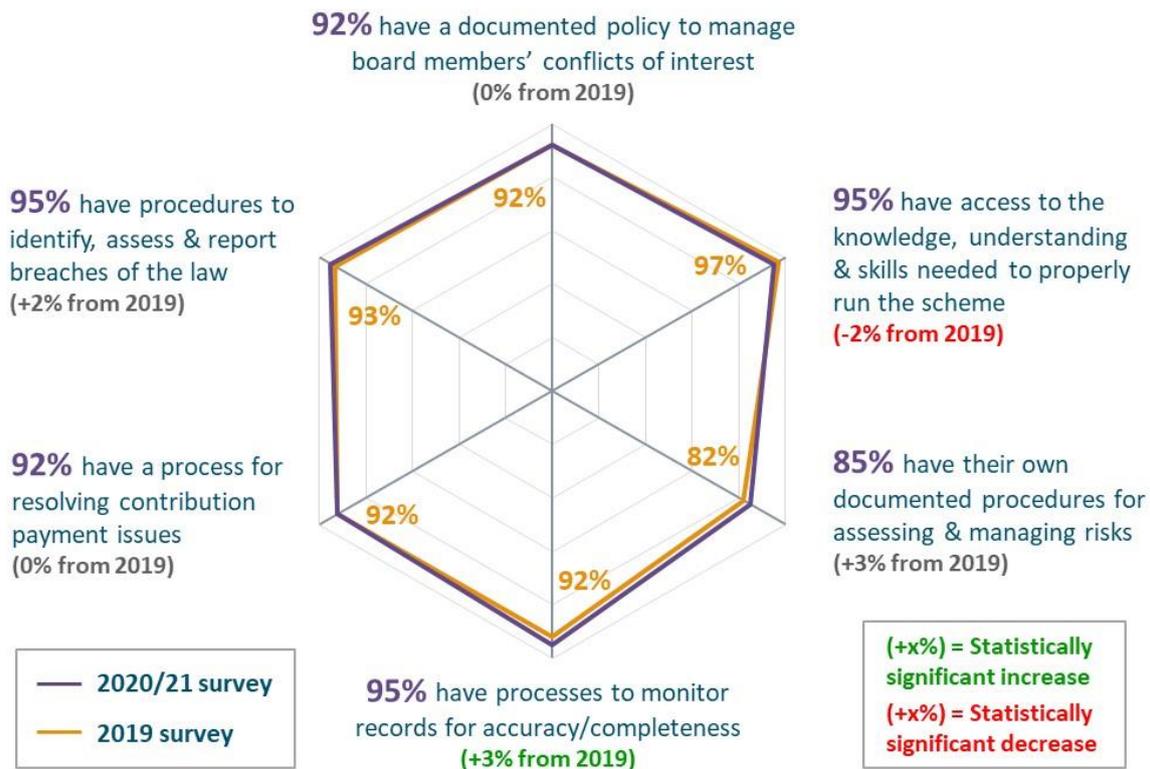
Between 85% and 95% of schemes reported that they had each of these processes in place. Results were generally similar to the 2019 survey. However, there was an increase in the proportion with processes to monitor the accuracy and completeness of records (from 92% to 95%) and a decrease in the proportion with the knowledge, understanding and skills needed to properly run the scheme (from 97% to 95%).

Over two-thirds (70%) of schemes had all six of these processes in place, together representing 68% of all memberships. This was an increase from 2019, when 64% of schemes had all six.

Three-quarters of Local Government (75%) and Firefighters' (74%) schemes had all six processes in place. This proportion was lower for 'Other'¹ (64%) and Police (55%) schemes.

¹ Centrally administered unfunded schemes, i.e. excluding relevant Local Government, Firefighters' and Police schemes.

Figure 1.2.1 Schemes' performance on key processes



1.3 The pension board

Approaching half of schemes held four or more pension board meetings in the previous 12 months², a fall from 2019. The mean number of current board members at the time they completed the survey was 7.1.

Schemes held an average of 3.4 board meetings in the previous 12 months, with 45% reporting that they held four or more (-12 percentage points from 2019) and 22% that they met twice or less. 'Other' and Police schemes were most likely to have held at least four board meetings in the previous 12 months (82% and 74% respectively), with Firefighters' and Local Government schemes least likely (32% and 33% respectively).

On average 93% of board meetings were attended by the scheme manager or their representative, similar to in 2019.

Almost three-quarters (72%) of schemes had more than five current board members at the time they completed the survey, and the mean number was 7.1. Around a third (31%) of schemes had one or more vacant position on the board. Six schemes (3%) reported that they had fewer current board members

² TPR sets an expectation that the governing boards of pension schemes should meet often enough to maintain effective oversight and control, which in most cases will be at least quarterly.

at the time they completed the survey than specified by their respective regulations³.

Over half (58%) of schemes had a succession plan for members of the pension board, rising to 76% of Police schemes. This was consistent with the 2019 survey results.

The majority of schemes (94%) felt that, over the previous 12 months, their pension board had access to all the information about the operation of the scheme that it needed to fulfil its functions. A similar proportion believed the board was able to obtain sufficient specialist advice on cyber security (92%). Both of these were higher than in the 2019 survey (5 percentage points higher in both cases).

Overall, 85% of schemes evaluated the board's knowledge, understanding and skills at least annually, an increase from 76% in 2019. This increase was driven by Police schemes, 88% of which evaluated the board at least annually (+28 percentage points from 2019). On average, pension board members received ten hours of training per year in relation to their role on the board.

1.4 Managing risk

Risk exposure was reviewed at the majority of board meetings, but there was a fall in the proportion of schemes with their own risk register.

On average, schemes' exposure to new and existing risks had been reviewed at 84% of the pension board meetings held in the previous 12 months, an increase from 77% in 2019. Just over a third (35%) of schemes reported that risk exposure had been reviewed at four or more board meetings over this period, consistent with the 2019 survey.

The proportion of schemes with their own risk register fell from 93% in 2019 to 89% in the 2020-21 survey. This decline was primarily caused by 'Other' and Police schemes (-18 and -7 percentage points respectively).

Approaching two-thirds (61%) of schemes identified remediation (the McCloud judgment) as one of the top three risks they faced. A smaller proportion of Local Government schemes cited this (37%).

1.5 Administration and record-keeping

As in the 2019 survey findings, administration was included on the agenda at the majority of board meetings and three-quarters of schemes had an administration strategy.

On average, administration was included on the agenda at 92% of the board meetings held in the previous 12 months (similar to 2019). Most schemes

³ Five of these six schemes reported that they had vacant positions on their board at the time they completed the survey. If these vacant positions were filled then, four of these five schemes would have met the minimum requirement for the number of pension board members for their type of scheme (the other scheme would still have been below the minimum threshold). The remaining scheme did not report any vacant positions.

(73%) had an administration strategy in place, although this was less widespread among Firefighters' schemes (47%).

Every scheme (100%) saw implementing legislative change and addressing issues that impaired their ability to run the scheme effectively as important administration objectives (with 97% and 94% respectively describing these as 'very important'). In contrast, schemes were least likely to see reducing costs (53%) or moving to a new administrator/administration system (26%) as important.

Four in ten schemes stated that all their employers had always provided data on time in the last 12 months (40%) and had always provided accurate and complete data (39%), consistent with the 2019 results.

These proportions were lower for multi-employer schemes than single employer schemes. Approximately one in ten (9%) multi-employer schemes said all their employers had always provided the data required each month on time over the previous 12 months, compared with 85% of single employer schemes. Similarly, 9% of multi-employer schemes said all their employers always provided accurate and complete data, compared with 83% of single employer schemes.

A higher proportion of schemes (64%) reported that all their employers had submitted all data electronically in the last 12 months.

There was little difference between multi-employer and single employer schemes in this respect, with 61% of the former and 69% of the latter reporting that all their employers had submitted all data electronically.

On average, 4% of employers had not provided any data electronically in the last 12 months.

1.6 Cyber security

Nine in ten schemes (90%) had at least half of the recommended cyber risk controls in place, an improvement since 2019. The proportion who reported experiencing any cyber breaches or attacks in the last 12 months was lower than in 2019.

Schemes were asked about 14 specific cyber controls and 90% had at least half of these in place, an increase from 82% in 2019.

For 11 of the 14 cyber controls, the overall proportion of schemes with these in place was higher than in 2019. The greatest increases were seen for the scheme manager assuring themselves of third party providers' controls (+12 percentage points), assessment of the likelihood of different types of breaches occurring (+12 percentage points) and the scheme manager receiving regular updates on cyber risks, incidents and controls (+10 percentage points).

A third (34%) of schemes reported that they had experienced some kind of cyber breach or attack in the previous 12 months (a decrease from 42% in

2019). These incidents typically involved staff receiving fraudulent emails or being directed to fraudulent websites (29%).

Most schemes that experienced any cyber breaches or attacks in the previous 12 months said that these had no impact, but 5% reported a negative impact (equating to 2% of all public service schemes). This is a fall from 15% in the 2019 survey.

A fifth (20%) of schemes that experienced cyber security breaches or attacks in the last 12 months had reported these to other parties (typically to their pension board and/or members), and 11% of those with an incident response plan indicated that this had been triggered by the cyber breach/attack.

1.7 Annual benefit statements

Over nine in ten active members received their annual benefit statement by the statutory deadline in 2020, unchanged from 2019. More schemes achieved this for all their active members than in 2019.

On average, 94% of active members received their statement by the deadline, consistent with the 95% seen in 2019. The proportion of schemes meeting the deadline for all their active members increased from 53% to 59%. This proportion was highest for Firefighters' and Police schemes (83% and 60% respectively) but lower for 'Other' (45%) and Local Government (48%) schemes (both of which are primarily multi-employer schemes and typically have a greater number of members than Firefighters' and Police schemes).

Fewer schemes who missed the annual benefit statement (ABS) deadline for any active members reported this to TPR than in 2019 (29% vs. 42%). A fifth (18%) made a breach of the law report. Those schemes which did not report the missed deadline typically said this was because it was not seen as material as few statements were affected or it was a very short delay.

As in 2019, the vast majority of schemes (92%) reported that every statement they sent out contained all the data required by regulations.

1.8 Resolving issues

Around 10,000 complaints were estimated to have been made to public service schemes in the last year. This equated to 0.6 complaints per 1,000 members, a similar ratio to in 2019.

On average, half (50%) of all complaints entered the Internal Dispute Resolution (IDR) process and 22% of these were upheld.

The types of complaints entering the IDR process varied by scheme type, but overall the most common related to eligibility for ill health benefit (46%) and disputes or queries about the amount of benefit paid (39%).

1.9 Reporting breaches

The vast majority of schemes maintained documented records of breaches of the law identified (98%), included the decision on whether to report to TPR in these records (95%), and provided the pension board with reports on any breaches (95%).

Over a third of schemes (37%) identified breaches of the law in the previous 12 months (excluding those relating to annual benefit statements), and 5% had reported any breaches to TPR (a decrease from 8% in 2019).

Local Government schemes were most likely to have identified breaches of the law (55%) and Police schemes least likely (14%).

1.10 Addressing governance and administration issues

The remediation (McCloud) process, scheme complexity and the volume of changes required to comply with legislation were seen as the top barriers to improving scheme governance and administration in the next 12 months.

Two-thirds (65%) of schemes identified the remediation process as one of the top three barriers they faced to improving governance and administration, an increase from 42% in the 2019 survey. Similar proportions also cited the complexity of the scheme (62%) and the volume of changes required to comply with legislation (61%) as major barriers (with the latter increasing from 49% in 2019).

The remediation process was the most commonly identified barrier for 'Other' (91%), Firefighters' (79%) and Police schemes (81%), but fewer Local Government schemes selected it as one of the major challenges they faced (47%).

Improved governance and administration was primarily attributed to a better understanding of the risks facing the scheme.

Most schemes (68%) felt that the improvements they made to scheme governance and administration over the previous 12 months were down to an improved understanding of the risks facing the scheme. This was followed by better understanding of the underlying legislation and standards expected by TPR (46%) and resources being increased or redeployed to address risks (42%).

1.11 COVID-19 pandemic

Almost all schemes had a business continuity plan in place prior to the COVID-19 pandemic, and these were widely felt to have been effective.

The vast majority (95%) of schemes had a business continuity plan (BCP) in place before the first COVID-19 lockdown started in March 2020, with 59% having their own BCP and 36% using their local authority's BCP.

Most of these (87%) judged their BCP to have been effective in helping the scheme respond to the pandemic, with 60% describing it as 'very effective'. The main barriers to implementing the BCP were felt to have been the suitability of IT hardware (31%), ability of staff to work from home (29%) and suitability of IT infrastructure (22%). However, a third (35%) did not experience any barriers.

Over nine in ten schemes felt that communications between the scheme manager and administrator (97%), the performance of the administrator (94%), and the relationship between the scheme manager and the pension board (93%) had been effective since the start of the pandemic.

1.12 Pensions dashboards

While awareness of the dashboards was near universal and most schemes believed they were a good idea, there were some concerns about schemes' ability to implement them.

The majority of respondents had heard of the pensions dashboards (96%) and most also knew that the Pensions Bill 2020 requires trustees and scheme managers to provide data to savers through the dashboards (88%).

There was broad consensus that the dashboards were a good idea for savers (89% agreed), but fewer schemes agreed that they would be able to deal with any administrative demands involved (40%) and that the dashboards would be easy for their scheme to implement (9%). A minority (10%) expected to leave preparations as late as possible.

The main challenges schemes expected to face when preparing for the dashboards were software compatibility (75%) and knowing what is required (58%). Most expected to learn more about the requirements from their scheme advisory board (69%), the Pensions Dashboards Programme (63%) or TPR (61%).

1.13 Climate change

Nine in ten Local Government schemes had allocated time or resources to assessing any financial risks and opportunities arising from climate change, and most were aware of the Taskforce on Climate-related Financial Disclosures (TCFD).

The survey questions on climate change were asked only of Local Government schemes (as these are the only funded PS schemes). Overall, 91% had allocated time or resources to assessing climate change risks/opportunities, but fewer had assessed particular climate-related scenarios (66%), tracked their portfolio's carbon intensity (60%) or assessed their portfolio's potential contribution to global warming (29%).

Two-thirds (68%) had added climate-related risks to their risk register, and around two-fifths had regularly covered these issues at board meetings (42%), assigned responsibility to a specified individual or sub-committee (37%) and incorporated targets into their climate policy (37%).

Approaching three-fifths of schemes gave significant consideration to the risk of transitioning to a low carbon economy (58%) and climate-related opportunities (57%) in their investment and funding strategy, but fewer considered physical risks (34%) or the participating employer's exposure (16%).

The majority of schemes (83%) were aware of the work of the TCFD, and 22% made disclosures as recommended by the TCFD.

1.14 Perceptions of TPR

More schemes agreed that TPR was fair, clear, approachable and evidence-based than in 2019.

The proportion of schemes that agreed TPR was fair increased from 66% in 2019 to 77% in the 2020-21 survey. There was also increased agreement that TPR was clear (from 70% to 77%), approachable (from 76% to 81%) and evidence-based (from 71% to 76%).

As in 2019, of the various descriptors of TPR that were asked about, schemes were most likely to agree that TPR was visible (84%), respected (84%) and approachable (81%), and least likely to see the organisation as decisive (63%) and tough (52%).

TPR was widely felt to be effective at improving standards of governance and administration. It was also perceived to be clear about its administration expectations, effective at changing behaviour among its regulated audiences, and proactive at reducing risks to member benefits.

Overall, 87% of schemes judged TPR to be very or fairly effective at improving standards of governance and administration in public service pension schemes (unchanged from 2019). Every 'Other' scheme (100%) felt that TPR was effective in this regard.

The majority of schemes also agreed that TPR clearly explains its expectations in respect of administration (84%), is effective at bringing about the right changes in behaviour among its regulated audiences (79%) and is proactive at reducing serious risks to members' benefits (75%). Again, 'Other' schemes were typically most positive about these areas.

2. Introduction

2.1 Background

The Public Service Pensions Act 2013 and the Public Service Pensions Act (Northern Ireland) 2014 (together, the Public Service Acts) introduced new requirements for the governance and administration of public service pension schemes. Scheme managers must run their schemes according to these legal requirements, which generally came into force on 1 April 2015.

The Public Service Acts also gave TPR an expanded role to regulate the governance and administration of these schemes from 1 April 2015. TPR's code of practice for the governance and administration of public service pension schemes (the PSPS code) sets out the standards of conduct and practice it expects of those responsible, as well as practical guidance about how to comply with the legal requirements.

As part of its role, TPR is responsible for 205 public service schemes in respect of eight public service workforces, covering around 18.4 million memberships.

A survey was first undertaken in 2015 to assess how schemes were meeting the new requirements, and the standards to which they were being run. Further surveys have been run annually to provide a regular assessment of performance, understand barriers to improvement, and delve deeper into the top risks facing public service schemes.

2.2 Objectives

The specific objectives of the 2020-21 survey were to continue to track:

- Public service pension schemes' governance and administration practices, including their approach to risk management, complaints and breaches of the law and any barriers they faced;
- The cyber security controls that schemes had in place and any breaches/attacks experienced;
- Perceptions of TPR and its effectiveness at improving scheme governance and administration standards.

In addition, the 2020-21 survey also sought to understand:

- Schemes' response to the COVID-19 pandemic, with a particular focus on business continuity planning;
- Awareness and perceptions of the pensions dashboards, and any challenges anticipated;
- The extent to which Local Government schemes assessed, managed and prioritised climate-related risks and opportunities.

2.3 Communications activities

TPR continues to engage with those acting in the public service pension scheme landscape. In 2020 this activity included:

- presenting at conferences, workshops and training events, and;
- engagement with schemes and scheme advisory boards.

The engagement is tailored to the audience and situation. It ranges from overviews and summaries of scheme manager and pension board roles and responsibilities to focused presentations on key issues of importance such as cyber security, data improvement and governance. TPR also maintains supervisory relationships with certain large schemes in the public service scheme landscape to better understand the practical operational challenges facing schemes.

3. Methodology

As with the previous TPR public service pension scheme surveys, an online self-completion approach was adopted for the following reasons:

- The large amount of data to collect would have made a telephone interview very long and burdensome for respondents.
- It was anticipated that many individuals would need to do some checking/verification in order to answer the questions accurately.
- The range of information requested meant that it was important to allow more than one person at the scheme to contribute.

Owing to the nature and the amount of information required, a carefully structured research approach was necessary, giving respondents early warning of the kinds of information that we were seeking to collect and allowing them to devote an appropriate amount of time and effort to providing accurate and reliable information, liaising with colleagues if needed. Therefore, a multi-stage approach was adopted:

- **Stage 1:** Pre-notification emails were sent by TPR to the pension board chairs and scheme managers to explain the nature of the research, introduce OMB Research (OMB), alert schemes that their participation would be requested and ask them to let OMB know whether the scheme manager or their representative would be completing the survey and, if necessary, provide their contact details.
- **Stage 2:** OMB sent a tailored invitation email to each scheme manager or their chosen representative. This contained a unique survey URL and a link to a 'hard copy' of the questionnaire (for reference when compiling information prior to completion).
 - In the case of referrals, sample details were updated so that the most appropriate person was contacted going forward.

- **Stage 3:** OMB sent a further two tailored reminder emails to schemes that had either not started the survey or had only partially completed it.
- **Stage 4:** OMB executives undertook a phase of telephone chasing with non-responders. These calls ensured that the invitation email had been received, confirmed the identity of the most appropriate individual to complete the survey and encouraged schemes to take part.

3.1 Sampling

The sample for this research was extracted from TPR's scheme registry database. The target audience was scheme managers of open public service schemes or their representatives. For the purpose of the survey, each locally-administered section of relevant Firefighters', Police and Local Government schemes was treated as a separate scheme, forming a total universe of 205 schemes at the time the 2020-21 survey was conducted.

Scheme managers or their representatives were asked to work with the pension board chair to complete the survey and, where necessary, seek input from others with specialist knowledge (e.g. the scheme administrator).

3.2 Fieldwork

All surveys were completed between 20 January and 8 March 2021. In total, 293 of the 205 public service pension schemes completed the survey. This equates to a 94% response rate, covering 99% of all memberships.

Table 3.2.1 Interview numbers and universe

Scheme type	Interviews	Schemes		Memberships	
		Universe	Survey coverage	Universe	Survey coverage
Other	11	11	100%	11,058,653	100%
Firefighters	47	50	94%	123,431	95%
Local Government	93	98	95%	6,791,973	98%
Police	42	46	91%	386,775	96%
Total	193	205	94%	18,360,832	99%

The majority (86%) of the completed surveys were submitted in response to the initial email and reminders, with the remainder submitted during (or shortly after) the telephone chasing phase.

3.3 Respondent profile

Scheme managers or their representatives contributed to 85% of submitted surveys, and directly completed it in 74% of cases. Over half (54%) of the surveys were completed with input from the pension board chair, with other board members involved in 17%. Approaching two-thirds (61%) involved consultation with the scheme administrator.

Table 3.3.1 Respondent role

Respondent role	Completed	Consulted	Total
Scheme manager	27%	16%	43%
Representative of the scheme manager ⁴	47%	29%	63%
Pension board chair	5%	49%	54%
Pension board member ⁴	3%	15%	17%
Administrator	13%	47%	61%
Other role	6%	12%	12%
Net: Scheme manager/representative	74%	40%	85%
Net: Pension board chair/member	7%	59%	65%

3.4 Analysis and reporting conventions

Throughout this report, results are reported at an aggregate level for all respondents and by cohort: Local Government, Firefighters', Police and 'Other'⁵ schemes. The cohorts are grouped in this way to reflect the different governance structures, funding methods and employer profiles.

To ensure that results are representative of all public service pension schemes, the data throughout this report is shown weighted. **Scheme** data has been weighted based on the number of public service schemes of each type. **Membership** data has been weighted based on the total number of memberships in each scheme type. It should be noted that the membership-weighted results are heavily influenced by the 'Other' schemes, which accounted for 60% of all memberships at the time the 2020-21 survey was undertaken. The narrative commentary in this report therefore typically focuses on the scheme-weighted findings.

Where available and comparable, the results from the previous two PSPS governance and administration surveys (2018 and 2019) have been included.

When interpreting the data presented in this report, please note that results may not sum to 100% due to rounding and/or due to respondents being able to select more than one answer to a question.

⁴ For 'representative of the scheme manager', 'pension board member' and 'other role', the *total* percentage is lower than the sum of the *completed by* and *consulted with* percentages. This is because there can be more than one person at the scheme in these roles, and in some cases one completed the survey and another consulted on it, so they appear in both these columns (but only count once in the total column).

⁵ Centrally administered unfunded schemes, i.e. excluding relevant Local Government, Firefighters' and Police schemes.

Data presented in this report are from a sample of public service schemes rather than the total population. This means the results are subject to sampling error. Differences between cohorts and different years of the research have been tested for statistical significance, using finite population correction (i.e. reflecting that 98% of the total public service scheme universe completed the survey). Differences are commented on in the text only if they are statistically significant at the 95% confidence level. This means there is no more than a 5% chance that any reported differences are not real but a consequence of sampling error.

4. Research findings

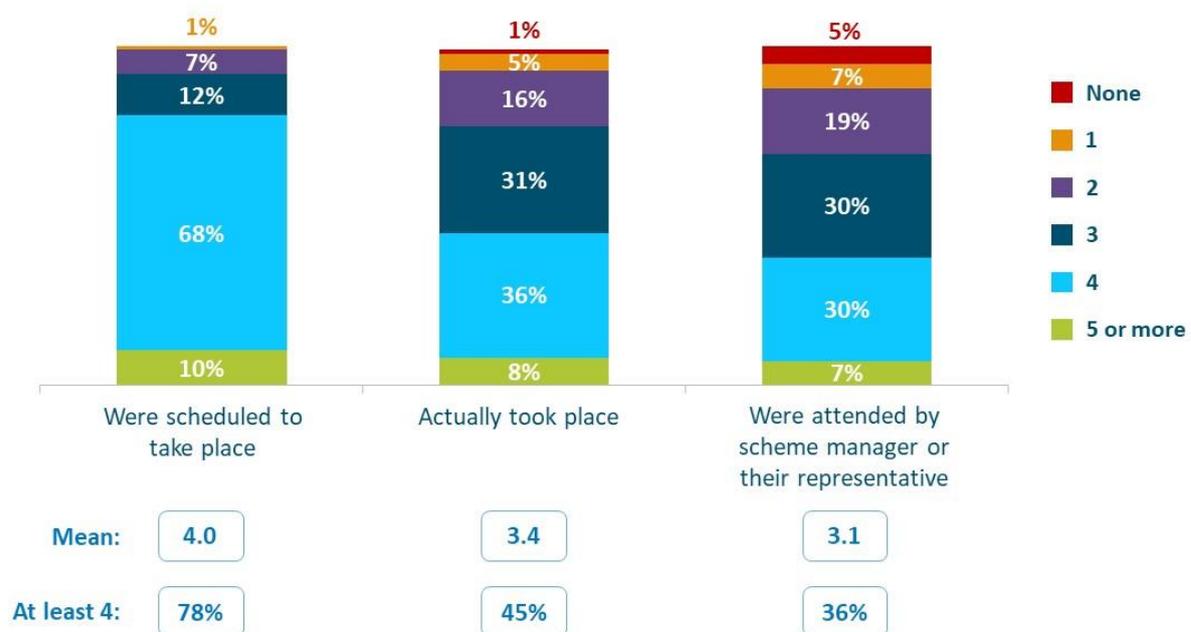
4.1 Scheme governance

On average, schemes had scheduled 4.0 pension board meetings in the previous 12 months, with 78% of schemes scheduling four or more board meetings over that period.

However, not all the scheduled meetings went ahead; schemes reported that they held an average of 3.4 board meetings in the previous 12 months, with approaching half (45%) holding four or more. Almost a quarter (22%) reported that their pension board had met twice or less in the previous 12 months.

On average the scheme manager or their representative had attended 3.1 meetings in the previous 12 months, and 36% of schemes indicated that they had attended at least four board meetings during that period.

Figure 4.1.1 Number of pension board meetings in last 12 months



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1-2%, 2%)

The mean proportion of scheduled pension board meetings that actually took place was 84%. On average, 93% of the meetings that took place were attended by the scheme manager or their representative.

Table 4.1.1 Proportion of pension board meetings that went ahead and were attended by scheme manager/representative

	Total schemes
Base: All respondents	202
% of scheduled meetings that took place (mean)	84%
% of meetings attended by scheme manager/representative (mean)	93%

'Other' and Police schemes were most likely to have held at least four meetings in the last 12 months (82% and 74% respectively, compared with 32% of Firefighters' and 33% of Local Government schemes).

Table 4.1.2 Number of pension board meetings in last 12 months - by scheme type

		Scheme Type			
		Other	Firefighters	Local Govt	Police
<i>Base: All respondents</i>		11	47	93	42
Scheduled to take place	Mean	5.0	3.7	4.1	3.9
	At least 4	91%	72%	77%	83%
Actually took place	Mean	4.7	2.9	3.3	3.8
	At least 4	82%	32%	33%	74%
Attended by scheme manager/representative	Mean	4.7	2.7	3.1	3.1
	At least 4	82%	26%	31%	48%
% of scheduled meetings that took place (mean)		94%	80%	78%	97%
% of meetings attended by scheme manager/representative (mean)		100%	92%	96%	82%

The proportion of schemes that scheduled at least four board meetings increased since 2019 (from 73% to 78%), but there was a fall in the proportion that held at least four (from 57% to 45%). There was a corresponding decline in the percentage of meetings that actually took place (from 94% to 85%)

Table 4.1.3 Number of pension board meetings in last 12 months – Time series

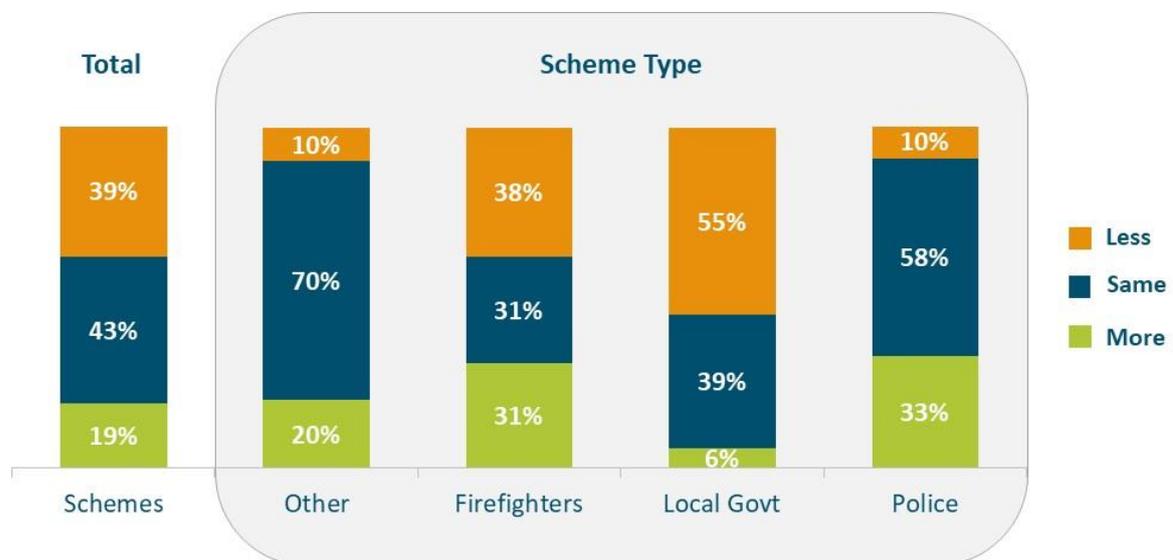
	Survey	Total schemes	Scheme Type			
			Other	Fire-fighters	Local Govt	Police
At least 4 meetings scheduled	2020-21	78%	91%	72%	77%	83%
	2019	73%	100%	49%	74%	89%
At least 4 meetings actually took place	2020-21	45%	82%	32%	33%	74%
	2019	57%	82%	31%	67%	58%
At least 4 meetings attended by scheme manager/representative	2020-21	36%	82%	26%	31%	48%
	2019	52%	82%	24%	65%	47%
% of scheduled meetings that took place (mean)	2020-21	84%	94%	80%	78%	97%
	2019	94%	93%	91%	97%	90%
% of meetings attended by scheme manager/representative (mean)	2020-21	93%	100%	92%	96%	82%
	2019	95%	100%	93%	98%	92%

The overall fall in the proportion that held at least four board meetings was driven by Local Government schemes (from 67% in 2019 to 33% in the 2020-21 survey). However, there was an increase in this regard for Police schemes (from 58% to 74%).

Consistent with the above time series analysis, 39% of schemes indicated that they had held less board meetings than in the previous 12 month period. Most of the remainder said it was the same (43%) but a fifth (19%) held more meetings than in the previous 12 months.

Over half (55%) of Local Government schemes reported a fall in the number of board meetings held.

Figure 4.1.2 Change in number of pension board meetings that took place compared with previous 12 month period



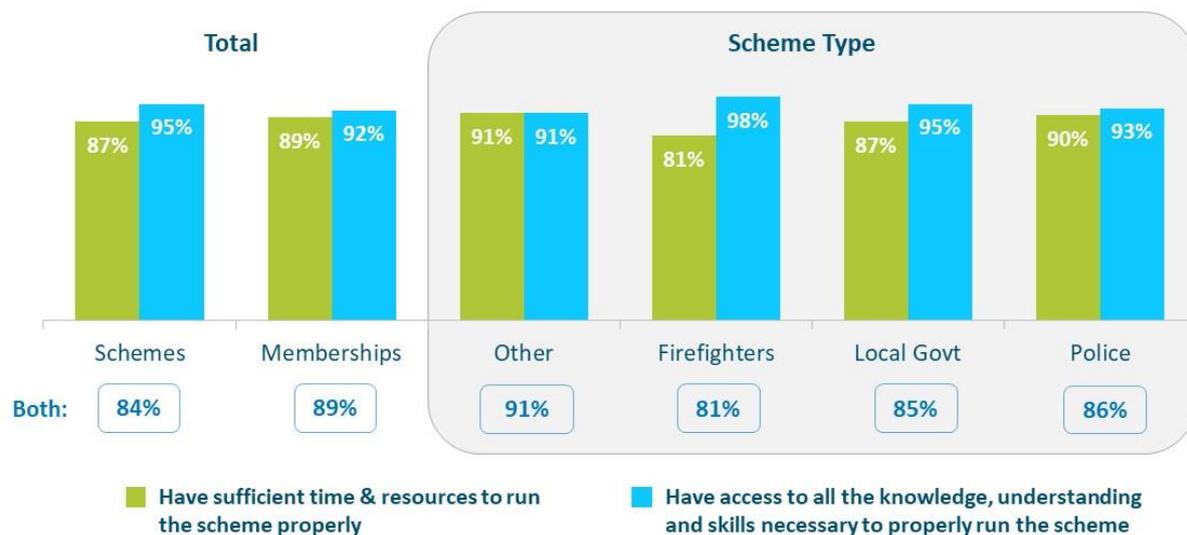
All that knew number of board meetings held in last 12 months (Base, Don't know, Did not answer question) - Schemes (188, 0%, 0%), Other (10, 0%, 0%), Firefighters (45, 0%, 0%), Local Govt (93, 0%, 0%), Police (40, 0%, 0%)

Schemes were asked whether the scheme manager and pension board had sufficient time and resources to run the scheme properly, and whether they had access to all the necessary knowledge, understanding and skills.

Figure 4.1.3 shows that 95% believed the scheme manager and pension board had access to all the necessary knowledge and skills. Schemes were comparatively less likely to report that they had sufficient time and resources, but 87% still agreed this was the case.

Overall, 89% of all memberships were in a scheme where the scheme manager and pension board had sufficient time and resources, and 92% were in a scheme where they had access to all the necessary knowledge and skills.

Figure 4.1.3 Scheme manager and pension board resources and knowledge



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 2-3%, 3%), Memberships (193, 1%, 6%), Other (11, 0%, 9%), Firefighters (47, 0-2%, 2%), Local Govt (93, 3%, 1-2%), Police (42, 0-5%, 5%)

Small schemes with fewer than 2,000 memberships were least likely to feel they had sufficient time and resources (71%). However, there were no differences by scheme size when it came to having access to the necessary knowledge, understanding and skills.

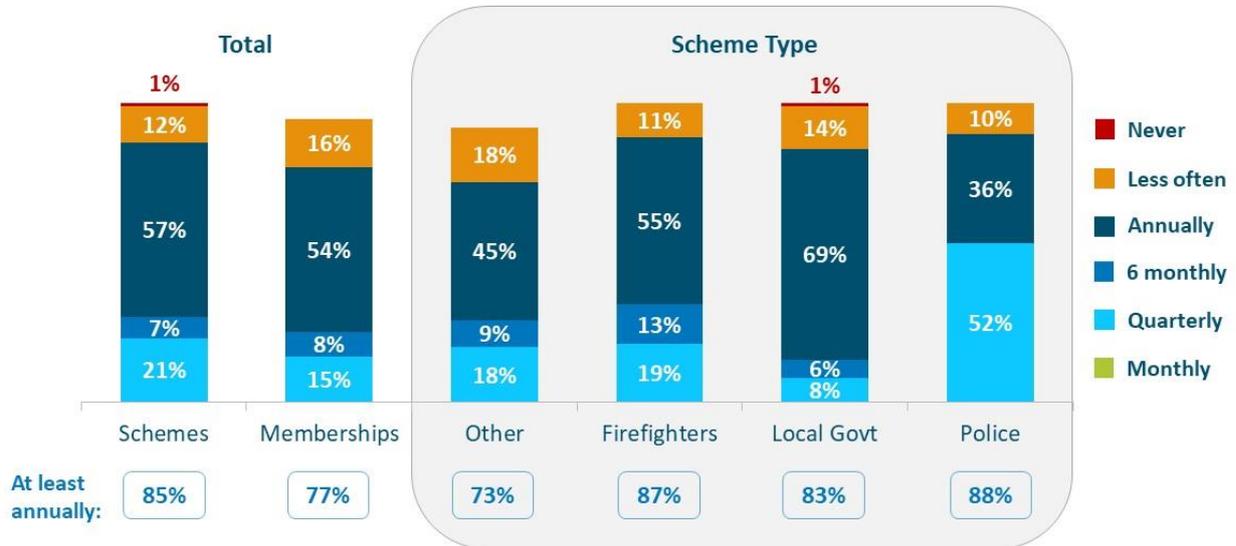
Table 4.1.4 shows that the proportion of schemes reporting that their scheme manager and pension board had sufficient time and resources fell since 2019 (from 90% to 87%) and there was a similar decrease for access to all the necessary knowledge, understanding and skills (from 97% to 95%). The former decline was evident for all scheme types aside from Local Government, whereas the latter applied only to 'Other' and Police schemes.

Table 4.1.4 Scheme manager and pension board resources and knowledge – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
Sufficient time and resources to run the scheme properly					
PSPS Survey 2020-21	87%	91%	81%	87%	90%
PSPS Survey 2019	90%	100%	88%	87%	98%
PSPS Survey 2018	91%	100%	87%	89%	95%
Access to all the knowledge, understanding and skills necessary to properly run the scheme					
PSPS Survey 2020-21	95%	91%	98%	95%	93%
PSPS Survey 2019	97%	100%	98%	95%	98%
PSPS Survey 2018	96%	100%	98%	96%	93%

In the majority of cases (85%) the scheme manager or pension board carried out an evaluation of the board’s knowledge, understanding and skills at least annually.

Figure 4.1.4 Frequency of scheme manager or pension board carrying out an evaluation of the knowledge, understanding and skills of the board in relation to running the scheme



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1%, 2%), Memberships (193, 1%, 6%), Other (11, 0%, 9%), Firefighters (47, 0%, 2%), Local Govt (93, 2%, 0%), Police (42, 0%, 2%)

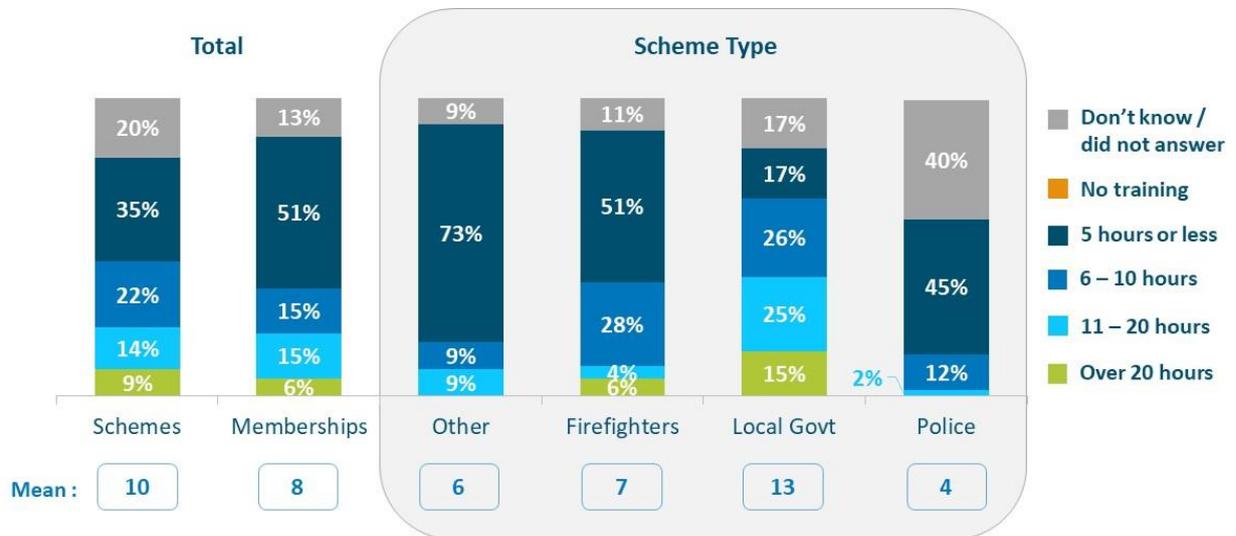
There was an increase since 2019 in the proportion of schemes that evaluated their board at least annually, from 76% to 85%. This was primarily driven by Police schemes (+28 percentage points), but also increased among Local Government schemes (+5 percentage points). In comparison, there was a fall for ‘Other’ schemes (-9 percentage points).

Table 4.1.5 Proportion of schemes that carried out an evaluation of the knowledge, understanding and skills of the board at least annually – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	85%	73%	87%	83%	88%
PSPS Survey 2019	76%	82%	86%	78%	60%
PSPS Survey 2018	82%	64%	76%	86%	82%

As shown in Figure 4.1.5, pension board members received an average of 10 hours training per year in relation to their role on the board, rising to 13 hours for Local Government schemes. This was consistent with the 2019 survey results.

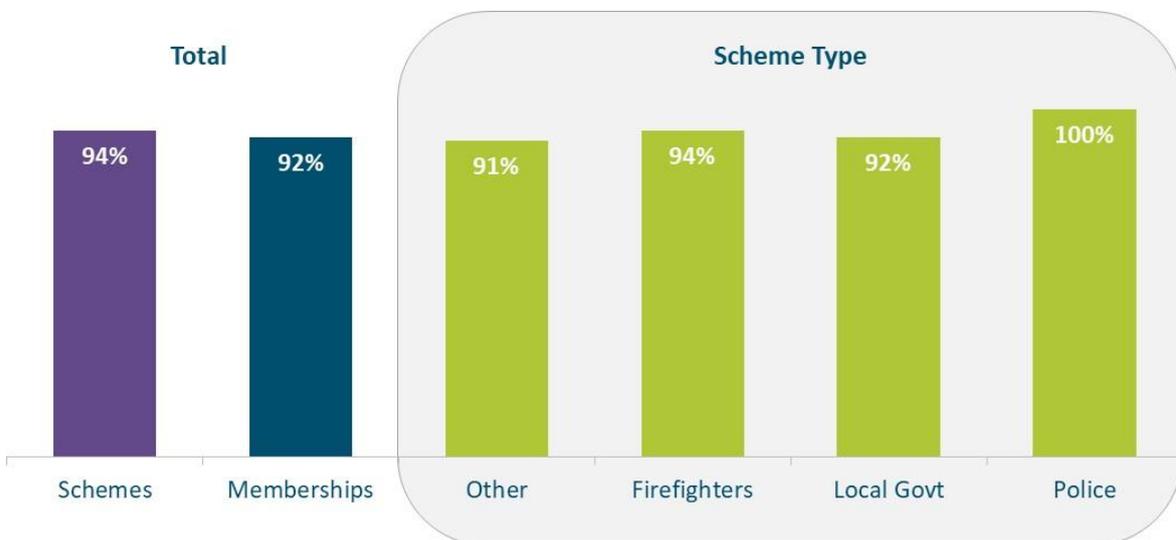
Figure 4.1.5 Hours of training per year for each pension board member in relation to their role on the board



All respondents (Base) - Schemes (193), Memberships (193), Other (11), Firefighters (47), Local Govt (93), Police (42)

Most schemes (94%) believed that their pension board had access to all the information about the operation of the scheme it had needed to fulfil its functions in the previous 12 months. This rose to 100% of Police schemes.

Figure 4.1.6 Proportion of schemes where pension board had access to all the information about the operation of the scheme it needed to fulfil its functions in last 12 months



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 3%, 2%), Memberships (193, 2%, 6%), Other (11, 0%, 9%), Firefighters (47, 0%, 4%), Local Govt (93, 5%, 0%), Police (42, 0%, 0%)

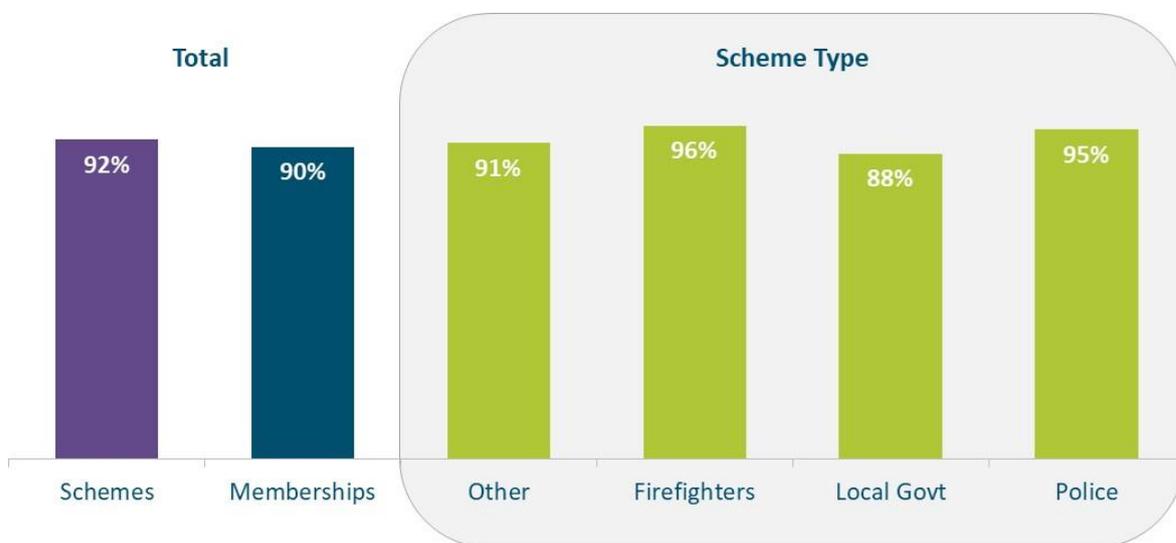
More schemes felt the board had access to the information it needed to fulfil its functions than in 2019 (94% vs. 89%). This increase was evident for Local Government and Police schemes, but there was a decrease for 'Other' and Firefighters' schemes.

Table 4.1.6 Proportion of schemes where pension board had access to all the information about the operation of the scheme it needed to fulfil its functions in last 12 months – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	94%	91%	94%	92%	100%
PSPS Survey 2019	89%	100%	98%	81%	93%

Overall, 92% of schemes felt that their pension board was able to obtain sufficient specialist advice on cyber security when needed. This was broadly consistent by scheme type (88% to 96%).

Figure 4.1.7 Proportion of schemes where pension board was able to obtain sufficient specialist advice on cyber security when needed



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 6%, 2%), Memberships (193, 3%, 6%), Other (11, 0%, 9%), Firefighters (47, 2%, 2%), Local Govt (93, 9%, 1%), Police (42, 5%, 0%)

This proportion was higher than in 2019 (92% vs. 87%), with the greatest increase seen among Police schemes (+13 percentage points).

Table 4.1.7 Proportion of schemes where pension board had access to all the information about the operation of the scheme it needed to fulfil its functions in last 12 months – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	92%	91%	96%	88%	95%
PSPS Survey 2019	87%	100%	90%	86%	82%

As shown in Table 4.1.8, almost three-quarters (72%) of schemes had more than five current members on their pension board at the time they completed

the survey. The mean number of current board members was 7.1 (compared with 6.9 in the 2019 survey).

Table 4.1.8 Number of current pension board members

	Total schemes
<i>Base: All respondents</i>	193
2-3 current board members	3%
4-5 current board members	23%
6-7 current board members	36%
8-9 current board members	18%
10+ current board members	17%
Mean number of current board members	7.1
Don't know	1%
Did not answer question	2%

Six schemes (3%) had fewer current board members at the time they completed the survey than specified by their respective regulations. Of these, four were Local Government and two were Police schemes. This compares with eight schemes in 2019 (four Local Government and four Police).

Schemes were also asked to provide details of the number of vacant positions on their board, the number of board members that had left in the previous 12 months and the number of members appointed in this period.

Around two-thirds (64%) reported that one or more board members had left in the previous 12 months, and the same proportion (64%) indicated that they had made any new appointments. Approaching a third (31%) of schemes said they had at least one vacant position on the board at the time they completed the survey.

Table 4.1.9 Turnover of pension board members

	Vacant positions	Members that left in last 12 months	Members appointed in last 12 months
<i>Base: All respondents</i>	193	193	193
0	67%	35%	34%
1	24%	37%	36%
2	4%	23%	21%
3	1%	3%	4%
4+	2%	1%	3%
Net: 1+	31%	64%	64%
Mean	0.5	1.0	1.1
Don't know	1%	0%	0%
Did not answer question	2%	2%	2%

Further analysis was conducted to assess the total number of board positions in each scheme. The number of 'total positions' on the board was calculated by combining the number of current board members and number of vacant positions.

As shown in Table 4.1.10, the mean number of total positions was 7.6. On average, schemes reported that 14% of the total positions on their board had left in the previous 12 months and 15% had been appointed in the previous 12 months. The mean proportion of total board positions that were vacant at the time the schemes completed the survey was 6%.

Table 4.1.10 Number of total pension board positions (current members plus vacant positions)

	Total schemes
<i>Base: All respondents</i>	193
Mean number of total positions on board (current + vacant)	7.6
Mean % of total positions that are vacant	6%
Mean % of total positions that left in last 12 months	14%
Mean % of total positions appointed in last 12 months	15%

'Other' schemes tended to have the greatest number of current board members (a mean of 12.0), whereas Firefighters' and Local Government schemes had the fewest (5.9 and 6.6 respectively). Firefighters' schemes had the fewest vacant board positions (a mean of 0.2, equating to 2% of total positions).

Table 4.1.11 Number and turnover of pension board members – by scheme type

	Scheme Type			
	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	11	47	93	42
Mean no. of current board members	12.0	5.9	6.6	8.3
Mean no. of vacant positions	1.6	0.2	0.5	0.4
Mean no. of board members that left in last 12 months	1.4	1.0	0.8	1.3
Mean no. of board members appointed in last 12 months	1.5	1.2	0.9	1.3
Mean % of total positions that are vacant	8%	2%	7%	5%
Mean % of total positions that left in last 12 months	10%	17%	11%	16%
Mean % of total positions appointed in last 12 months	11%	20%	12%	16%

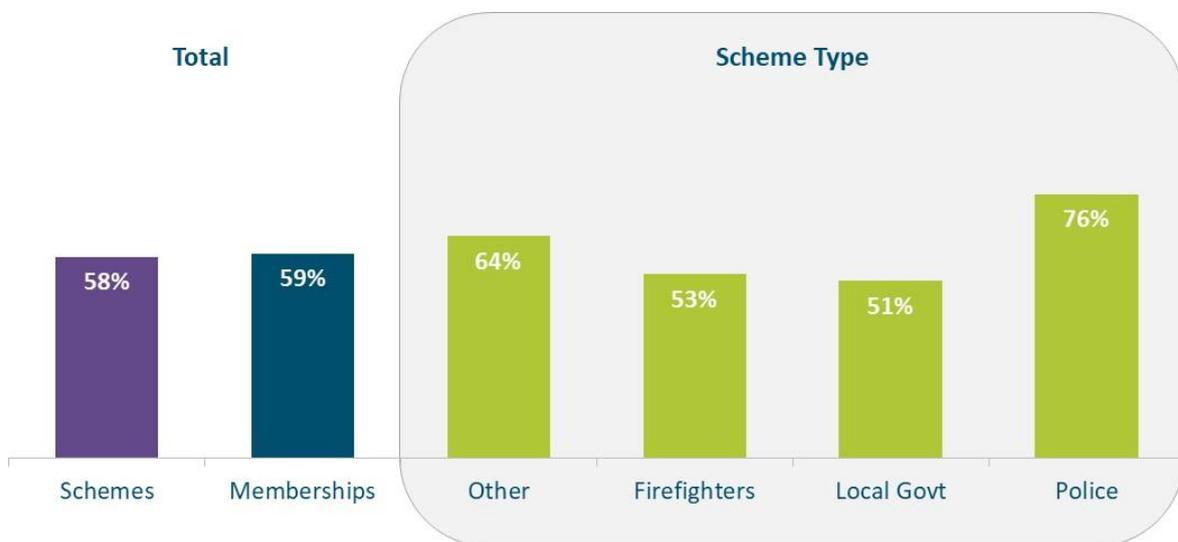
As mentioned previously, six schemes had fewer current board members at the time they completed the survey than specified by their respective regulations. The four Local Government schemes all indicated that they had

vacant positions on their board. If these vacant positions were filled then they would all have met the minimum requirement for the number of pension board members for Local Government schemes.

Of the two Police schemes that had fewer current board members than required by their regulations, one did not report any vacant positions. The other indicated declared that they had one vacancy, but if this was filled they would still be below the minimum requirement for Police schemes.

Figure 4.1.8 shows that 58% of schemes had a succession plan in place for members of the pension board. This was most likely to be the case among Police schemes (76%).

Figure 4.1.8 Proportion of schemes with a succession plan in place for pension board members



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 5%, 2%), Memberships (193, 8%, 6%), Other (11, 9%, 9%), Firefighters (47, 0%, 2%), Local Govt (93, 5%, 0%), Police (42, 10%, 2%)

Results were broadly consistent with the 2019 survey, although Local Government schemes were less likely to have a succession plan in place (51% vs. 59%).

Table 4.1.12 Proportion of schemes with a succession plan in place for pension board members – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	58%	64%	53%	51%	76%
PSPS Survey 2019	54%	64%	57%	59%	72%

4.2 Managing risk

Figure 4.2.1 shows the proportion of schemes that had various risk management processes and procedures in place, along with comparative data from the 2019 survey.

Table 4.2.1 Proportion of schemes with risk managements processes and procedures - Time series

	Survey	Total		Scheme Type			
		Schemes	Memberships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>		193	193	11	47	93	42
Its own documented procedures for assessing and managing risk	2020-21	85%	83%	82%	83%	84%	90%
	2019	82%	92%	100%	76%	80%	87%
	2018	92%	98%	100%	80%	96%	93%
A documented policy to manage the pension board members' conflicts of interest	2020-21	92%	92%	91%	94%	94%	88%
	2019	92%	81%	73%	94%	92%	93%
	2018	90%	86%	82%	85%	93%	91%
Processes to monitor records for all membership types on an ongoing basis to ensure they are accurate/complete	2020-21	95%	93%	91%	94%	97%	95%
	2019	92%	97%	100%	94%	94%	82%
	2018	91%	92%	91%	85%	95%	89%
A process for monitoring the payment of contributions	2020-21	89%	88%	82%	96%	99%	64%
	2019	96%	100%	100%	90%	100%	93%
	2018	98%	100%	100%	96%	100%	95%
A process for resolving contribution payment issues	2020-21	92%	88%	82%	96%	98%	76%
	2019	92%	99%	100%	82%	98%	89%
	2018	94%	99%	100%	85%	98%	95%
Procedures to identify breaches of the law	2020-21	95%	87%	82%	98%	94%	100%
	2019	94%	96%	100%	98%	90%	98%
	2018	94%	95%	100%	89%	96%	93%
Procedures to assess breaches of the law and report these to TPR if required	2020-21	97%	93%	91%	98%	96%	100%
	2019	96%	98%	100%	98%	96%	93%
	2018	95%	99%	100%	89%	98%	95%

Over nine in ten schemes had a policy to manage board members' conflicts of interest (92%), processes to monitor records for accuracy and completeness (95%), a process for resolving contribution payment issues (92%), procedures to identify breaches of the law (95%) and procedures to assess and report breaches (97%).

Slightly fewer had a process for monitoring the payment of contributions (89%) and their own documented procedures for assessing and managing risk (85%).

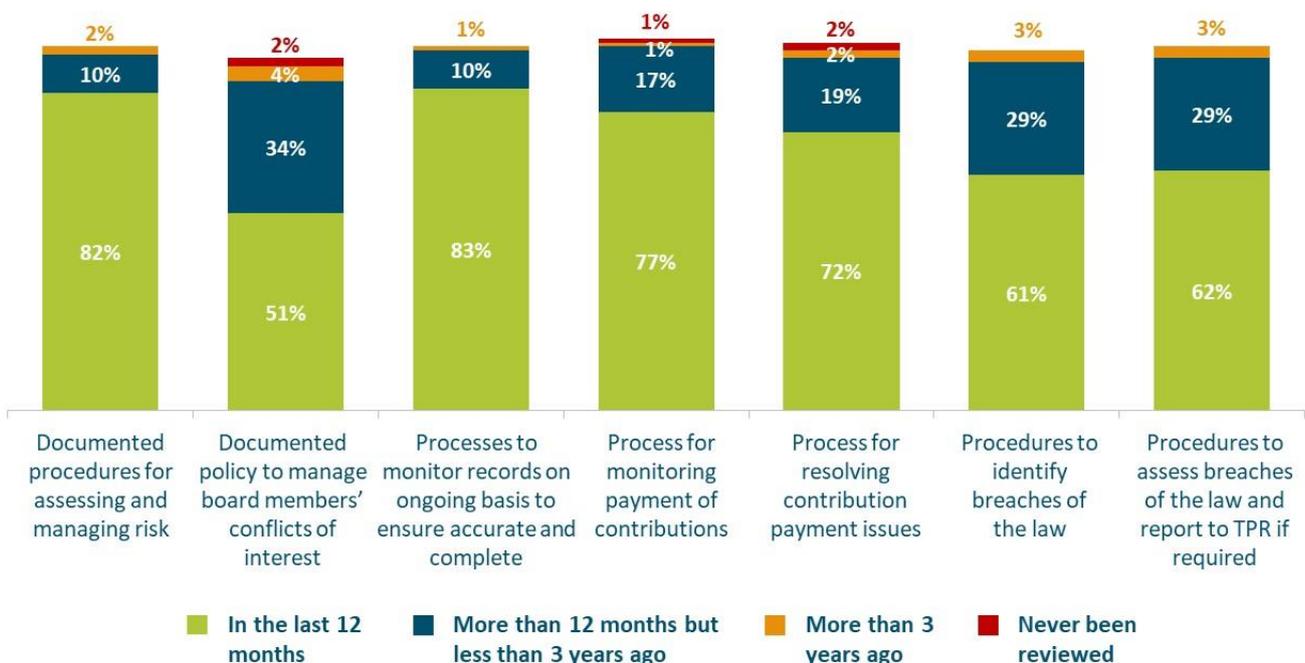
Results were generally consistent with the 2019 survey, with the only changes at the total sample level being an increase in the proportion of schemes with a process to monitor records for accuracy and completeness (+3 percentage points) and a decrease in the proportion with a process for monitoring the payment of contributions (-7 percentage points).

However, there were some changes at a scheme type level. In particular, 'Other' schemes were less likely than in 2019 to have these processes and procedures in place (with the exception of procedures to identify and report breaches of the law). The proportion of Police schemes with a process for monitoring contribution payments and resolving contribution payment issues also fell (by -29 and -13 percentage points respectively).

As summarised in Figure 4.2.1, where schemes had these processes and procedures they had typically reviewed them within the last 12 months. However, this was least likely to be the case for conflicts of interest policies (51%), and procedures to identify (61%) and report (62%) breaches of the law.

Most of the remainder had reviewed these in the last three years, with few schemes last reviewing them more than three years ago (1-4%) or never reviewing them (0-2%).

Figure 4.2.1 When risk management processes and procedures were last reviewed



All with each process/procedure in place (Base, Don't know, Did not answer question) - Assessing & managing risk (164, 5%, 1%), Manage conflicts of interest (178, 7%, 2%), Monitor records to ensure accurate & complete (184, 6%, 1%), Monitoring payment of contributions (173, 3%, 1%), Resolving contribution payment issues (177, 5%, 1%), Identify breaches (184, 6%, 1%), Assess & report breaches (187, 7%, 1%)

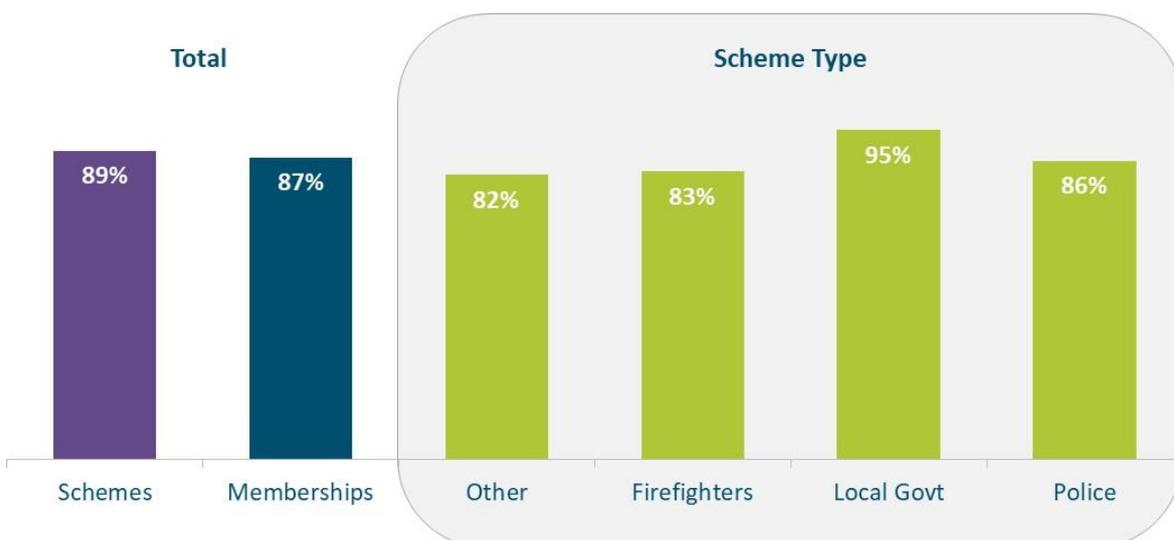
While this varied across the different processes and procedures, 'Other' schemes were generally most likely to have reviewed these in the last 12 months. Firefighters' schemes typically reviewed these less frequently, with this particularly true of the processes relating to contribution payments and breaches of the law.

Table 4.2.2 Proportion reviewing each risk management process and procedure in the last 12 months – by scheme type

	Scheme Type			
	Other	Fire-fighters	Local Govt	Police
<i>Base: All with each process or procedure</i>	9-10	39-46	78-92	27-42
Own documented procedures for assessing and managing risk	78%	85%	86%	74%
Documented policy to manage the pension board members' conflicts of interest	80%	45%	49%	54%
Processes to monitor records for all membership types on an ongoing basis to ensure they are accurate and complete	100%	86%	81%	78%
Process for monitoring the payment of contributions	100%	62%	78%	93%
Process for resolving contribution payment issues	89%	60%	70%	88%
Procedures to identify breaches of the law	67%	54%	63%	64%
Procedures to assess breaches of the law and report these to TPR if required	60%	54%	63%	67%

The vast majority (89%) of schemes had a risk register, with this most likely to be the case for Local Government schemes (95%).

Figure 4.2.2 Proportion of schemes with their own risk register



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1%, 2%), Memberships (193, 0%, 1%), Other (11, 0%, 0%), Firefighters (47, 2%, 2%), Local Govt (93, 0%, 2%), Police (42, 2%, 0%)

The proportion of schemes with a risk register fell slightly since 2019 (89% vs. 93%), with the greatest decline seen for 'Other' schemes (-18 percentage points) and Police schemes (-7 percentage points)⁶.

Table 4.2.3 Proportion of schemes with a risk register – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	89%	82%	83%	95%	86%
PSPS Survey 2019	93%	100%	86%	96%	93%
PSPS Survey 2018	94%	100%	87%	98%	93%

Schemes were asked to identify the top three governance and administration risks on their register (or facing the scheme if they did not have a risk register).

Table 4.2.4 Top governance and administration risks

Top Mentions (5%+)	Total		Scheme Type			
	Schemes	Member-ships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
Remediation (McCloud judgement)	61%	60%	73%	74%	37%	95%
Record-keeping (i.e. receipt and management of correct data)	36%	35%	36%	43%	32%	38%
Securing compliance with changes in scheme regulations	30%	28%	27%	45%	30%	17%
Funding or investment	28%	20%	0%	6%	54%	5%
Cyber risk	26%	15%	9%	26%	23%	36%
Recruitment and retention of staff or knowledge	22%	25%	27%	30%	22%	14%
Lack of resources/time	17%	14%	9%	15%	22%	12%
Systems failures (IT, payroll, administration systems, etc)	15%	23%	27%	15%	16%	12%
Administrator issues (expense, performance, etc)	14%	20%	27%	23%	10%	10%
Guaranteed Minimum Pension (GMP) reconciliation	10%	13%	18%	2%	3%	31%
Production of annual benefit statements	8%	19%	27%	6%	6%	7%

⁶ It appears unusual for a scheme to have a risk register one year and not have one the following year. It is not possible for us to know why this is the case. We can only speculate that it may be that a different person each year completes the survey and they have different views or interpret the question differently each year; or it could genuinely be that a scheme had a register previously but no longer have one.

4. Research findings

Lack of knowledge, effectiveness or leadership among key personnel	6%	3%	0%	6%	6%	5%
Receiving contributions from the employer(s)	5%	3%	0%	2%	9%	2%
Don't know	1%	0%	0%	0%	1%	0%
Did not answer question	0%	0%	0%	0%	0%	0%

A wide range of risks were reported by schemes but the most prevalent was remediation (61%). This was mentioned by 95% of Police schemes and was also the top risk for 'Other' (73%) and Firefighters' (74%) schemes.

The next most widely identified risks were record-keeping (36%), regulatory compliance (30%), funding or investment (28%) and cyber risk (26%). Funding or investment was the top risk for Local Government schemes (54%) but was rarely mentioned by other scheme types (0-6%).

Irrespective of whether it was identified as one of the top risks they faced, schemes were asked what actions they had taken in relation to the remediation proposals. Table 4.2.5 shows that most had taken a range of different actions, with the most common being assessing the possible administration impacts (88%) and assessing the data requirements (79%).

Table 4.2.5 Actions taken in relation to the remediation proposals

Top Mentions (5%+)	Total			Scheme Type		
	Schemes	Member-ships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
Assessed the possible administration impacts	88%	90%	91%	79%	89%	95%
Assessed the data requirements	79%	83%	82%	66%	87%	74%
Assessed any additional resources likely to be required	68%	79%	91%	64%	60%	86%
Discussed system requirements with IT suppliers	60%	80%	82%	32%	80%	43%
Commenced a specific data cleansing or data gathering exercise	48%	59%	64%	32%	54%	48%
Provided specific information to members	32%	56%	82%	26%	14%	67%
Other	23%	41%	55%	15%	20%	31%
None of these	2%	1%	0%	4%	2%	0%
Don't know	0%	0%	0%	0%	0%	0%
Did not answer question	0%	0%	0%	0%	0%	0%

Firefighters' scheme had generally taken fewer actions in relation to the remediation proposals than other public service schemes, with this particularly

apparent for discussing system requirements with IT suppliers (32%), commencing a data cleansing or data gathering exercise (32%) and assessing the data requirements (66%).

While Local Government schemes were less likely to identify remediation as one of the top risks facing the scheme, the proportions taking each action were broadly consistent with other scheme types. The one exception is that they were less likely to have provided specific information to members (14%).

As detailed in Table 4.2.6, around a third of schemes (35%) had reviewed their exposure to new and existing risks in at least 4 board meetings over the previous 12 months. Most of the remainder had reviewed their risk exposure in 2-3 meetings (42%) but 14% had done so on one occasion and 5% had not reviewed their risk exposure at any board meetings over this period.

On average, schemes reviewed their risk exposure at 2.8 board meetings in the last 12 months. This equated to 84% of all the board meetings held.

'Other' and Police schemes were most likely to have reviewed their risk exposure on a regular basis; 73% and 69% respectively had done so in at least four board meetings in the previous 12 months. In comparison, 28% of Firefighters' and 19% of Local Government schemes had reviewed their risk exposure in four or more board meetings over this period. This is due in part to the lower number of board meetings held by these scheme types in the last 12 months (as detailed in Section 4.1 of this report).

Table 4.2.6 Number of pension board meetings held in last 12 months that reviewed the scheme's risk exposure

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	11	47	93	42
None	5%	0%	6%	6%	0%
1	14%	9%	11%	23%	2%
2	20%	9%	26%	24%	7%
3	22%	9%	26%	25%	17%
4	32%	64%	26%	15%	69%
5+	3%	9%	2%	4%	0%
Net: 4 or more	35%	73%	28%	19%	69%
Mean number of board meetings that reviewed risk exposure	2.8	3.7	2.6	2.4	3.6
Mean % of board meetings that reviewed risk exposure	84%	82%	87%	76%	96%

Table 4.2.7 shows that there was no change since 2019 in the overall proportion of schemes that had reviewed risk exposure in at least four board meetings in the previous 12 months. However, there were increases for Police (+22 percentage points) and Firefighters' (+8 percentage points) schemes but a decrease for Local Government schemes (-13 percentage points).

Table 4.2.7 Number of pension board meetings held in last 12 months that reviewed the scheme's risk exposure – Time series

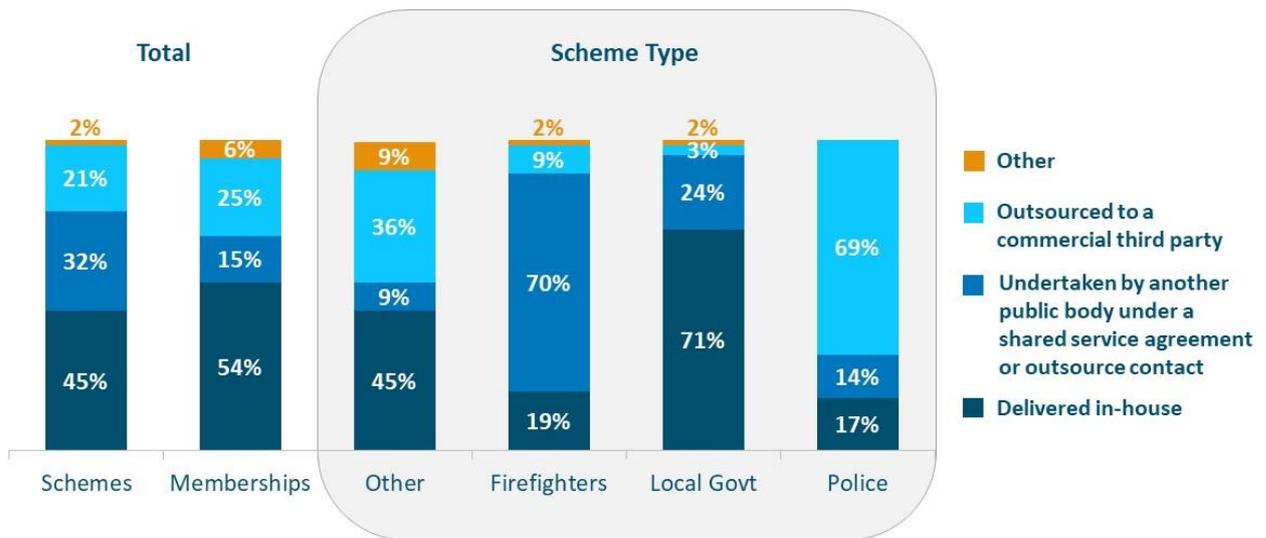
	Survey	Total schemes	Scheme Type			
			Other	Fire-fighters	Local Govt	Police
Reviewed risk exposure in 4 or more board meetings	2020	35%	73%	28%	19%	69%
	2019	35%	73%	20%	32%	47%
Mean % of board meetings that reviewed risk exposure	2020	84%	82%	87%	76%	96%
	2019	77%	98%	78%	68%	92%

4.3 Administration and record-keeping

Around half of schemes (53%) used an external administrator. This included 32% where the administration was undertaken by another public body under a shared service agreement or outsource contract and 21% where the administration was outsourced to a commercial third party.

Most of the remainder (45%) were administered in-house, with 2% using some other form of administration arrangement.

Figure 4.3.1 Scheme administration arrangements



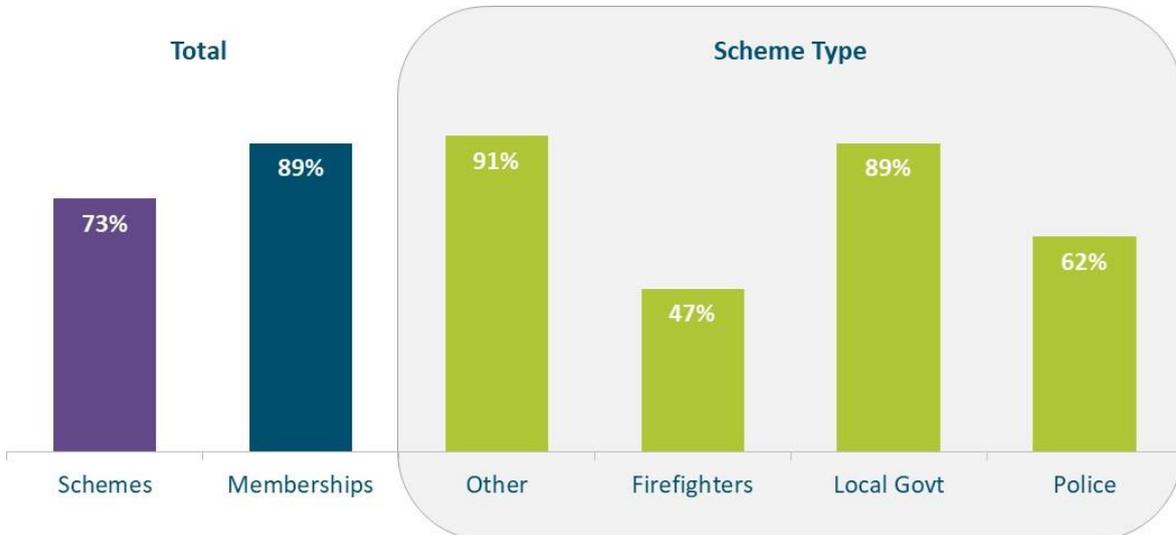
All respondents (Base, Don't know, Did not answer question) - Schemes (193, 0%, 0%), Memberships (193, 0%, 0%), Other (11, 0%, 0%), Firefighters (47, 0%, 0%), Local Govt (93, 0%, 0%), Police (42, 0%, 0%)

There was some variation by scheme type in terms of the administration arrangements. Approaching three-quarters (71%) of Local Government schemes undertook scheme administration in-house, whereas Firefighters' and Police schemes were more likely to outsource it (79% and 83% respectively). Of the latter groups, Firefighters' schemes tended to outsource administration to another public body whereas Police schemes were more likely to use a commercial third party.

Schemes that used an in-house administrator were asked whether they were likely to outsource any aspect of scheme administration in the next three years. Overall, 7% of this group indicated they expected to do so, with 2% planning to outsource to another public body and 2% to a commercial third party (with the remainder unsure as to who they would outsource administration to).

As shown in Figure 4.3.2, almost three-quarters (73%) of schemes had an administration strategy. This was highest among 'Other' (91%) and Local Government (89%) schemes. Overall, 89% of all memberships were in a scheme which had an administration strategy.

Figure 4.3.2 Proportion of schemes with an administration strategy



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 6%, 0%), Memberships (193, 1%, 0%), Other (11, 0%, 0%), Firefighters (47, 2%, 0%), Local Govt (93, 0%, 0%), Police (42, 24%, 0%)

The proportion of Firefighters' and Police schemes with an administration strategy was lower than in 2019 (-10 and -14 percentage points respectively), whereas there was an increase among Local Government schemes (+5 percentage points).

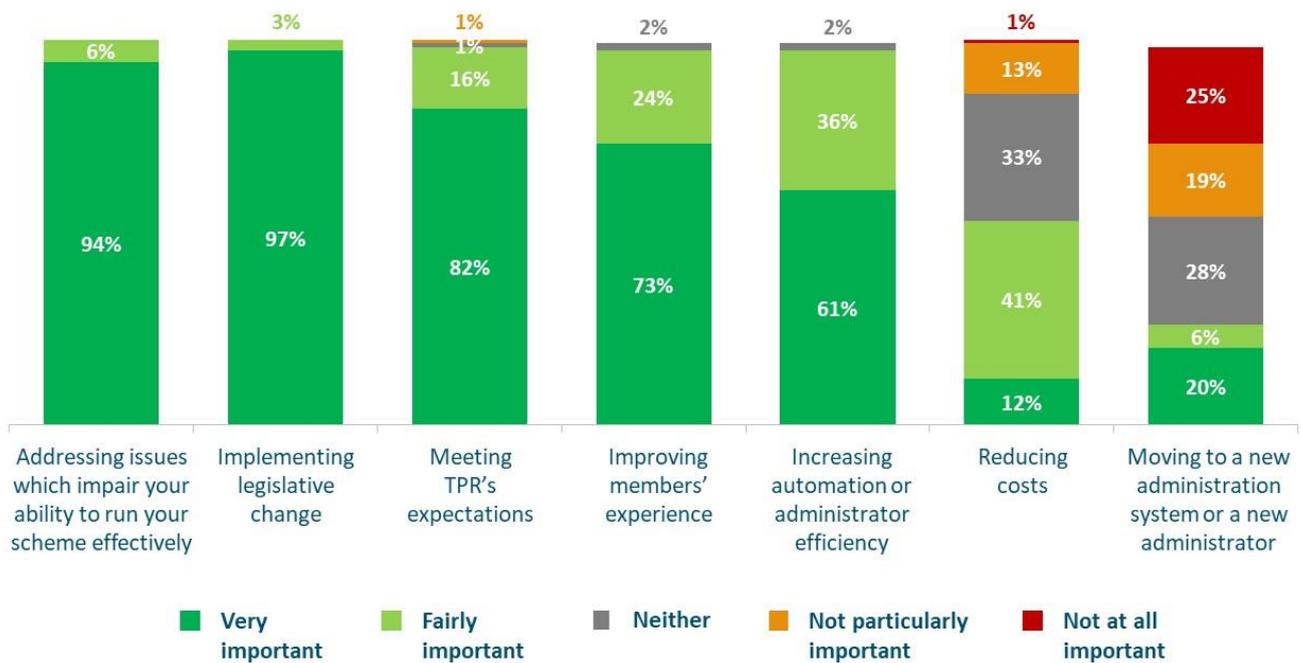
Table 4.3.1 Proportion of schemes with an administration strategy – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	73%	91%	47%	89%	62%
PSPS Survey 2019	76%	91%	57%	84%	76%

Schemes were asked about the importance of a number of administration objectives, as summarised in Figure 4.3.3. Addressing issues which impaired their ability to run the scheme, implementing legislative change, meeting TPR's expectations, improving members' experience and increasing automation or administrator efficiency were all seen as very or fairly important objectives by the vast majority of schemes (97-100%).

In comparison, schemes were typically less focussed on reducing costs (53% very/fairly important) or moving to a new administration system or a new administrator (26% very/fairly important).

Figure 4.3.3 Administration objectives



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 0-2%, 0-1%)

Results were similar across the various types of scheme, although 'Other' schemes were comparatively more likely to view reducing costs (82%) and moving to a new administrator or administration system (45%) as important.

Table 4.3.2 Proportion rating each administration objective as very/fairly important – by scheme type

	Scheme Type			
	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	11	47	93	42
Addressing issues which impair your ability to run your scheme effectively	100%	100%	100%	100%
Implementing legislative change	100%	98%	100%	100%
Meeting TPR's expectations	91%	98%	99%	100%
Improving members' experience	100%	98%	98%	95%
Increasing automation or administrator efficiency	100%	91%	99%	100%
Reducing costs	82%	57%	49%	48%
Moving to a new administration system or a new administrator	45%	30%	18%	36%

Most schemes (85%) included administration as a dedicated item on the agenda at every pension board meeting held in the previous 12 months. A further 6% covered it in at least half of their board meetings, 4% did so at fewer than half of their meetings and 4% never included it on the agenda.

Figure 4.3.4 Proportion of pension board meetings held in last 12 months that had administration as a dedicated item on the agenda



Base: All that held any board meetings in the last 12 months (Base, Don't know, Did not answer question) - Schemes (191, 0%, 2%), Memberships (191, 0%, 6%), Other (11, 0%, 9%), Firefighters (46, 0%, 4%), Local Govt (92, 0%, 0%), Police (42, 0%, 2%)

Coverage of administration at board meetings has increased over the last two years, with 76% doing this at every board meeting in the 2018 survey, 81% in the 2019 survey and 85% in the 2020-21 survey. This increase was driven by Local Government and Police schemes (+12 and +18 percentage points respectively since 2018).

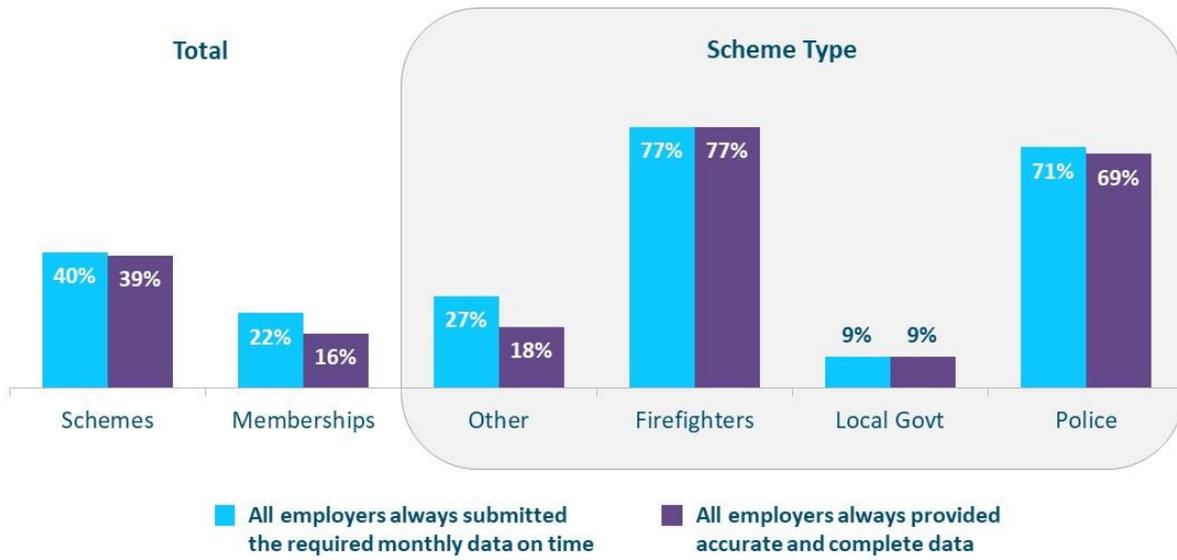
Table 4.3.3 Proportion of schemes that had administration on the agenda at every board meeting in last 12 months - Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	85%	91%	80%	83%	93%
PSPS Survey 2019	81%	100%	84%	76%	84%
PSPS Survey 2018	76%	100%	80%	71%	75%

Schemes were asked the extent to which, in the last 12 months, the employer(s) had submitted the data required each month on time and had provided accurate and complete data. Single employer schemes were asked whether their participating employer always did this, whereas multi-employer schemes were asked to give the proportion of their employers that always did this. The analysis in Figure 4.3.5 combines the results from both questions.

Overall, 40% of schemes reported that all their employers had always provided the required monthly data on time, and a similar proportion (39%) reported that all their employers had always provided accurate and complete data. However, this differed by scheme type and was lower among ‘Other’ (27% and 18%) and Local Government (9% and 9%) schemes, which are typically multi-employer.

Figure 4.3.5 Proportion of schemes where all employers had always submitted the data required each month on time and had always provided accurate and complete data in the last 12 months



All respondents (Base, Don't know on time, Did not answer on time, Don't know accurate/complete, Did not answer accurate/complete) - Schemes (193, 9%, 1%, 9%, 2%), Memberships (193, 4%, 0%, 4%, 1%), Other (11, 0%, 0%, 0%, 0%), Firefighters (47, 6%, 2%, 6%, 2%), Local Govt (93, 9%, 1%, 9%, 2%), Police (42, 14%, 0%, 14%, 0%)

Although ‘Other’ and Local Government schemes were less likely to report that all their employers had submitted data on time and had provided accurate and complete data, the average proportion of employers doing so was broadly similar across the different scheme types (Table 4.3.4). Overall, an average of 87% of scheme employers always provided the required data on time and 85% always provided accurate and complete data in the last 12 months.

Table 4.3.4 Mean proportion of employers that always submitted the data required each month on time and always provided accurate and complete data in the last 12 months

	Total		Scheme Type			
	Schemes	Memberships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
Mean % of employers that always submitted required monthly data on time	87%	88%	89%	84%	86%	91%
Mean % of employers that always provided accurate and complete data	85%	84%	84%	84%	85%	89%

Table 4.3.5 shows that there was no change since 2019 in the overall proportion of schemes reporting that all their employers always submitted the required data on time and always provided accurate and complete data. The mean proportions of employers doing this were also consistent with 2019.

However, there were some changes at a scheme type level; 'Other' and Local Government schemes were more likely to report that all employers had submitted data on time (+9 and +4 percentage points respectively), whereas Firefighters' schemes were less likely to report this than in 2019 (-9 percentage points). The proportion of Local Government schemes reporting that all employers provided accurate and complete data also increased (+7 percentage points).

Table 4.3.5 Provision of on time, accurate and complete data by employers – Time series

	Survey	Total			Scheme Type		
		Schemes	Member-ships	Other	Fire-fighters	Local Govt	Police
All employers (100%) always submitted the required monthly data on time	2020-21	40%	22%	27%	77%	9%	71%
	2019	40%	15%	18%	86%	5%	71%
	2018	42%	16%	18%	80%	6%	82%
Mean % of employers that always submitted the required monthly data on time	2020-21	87%	88%	89%	84%	86%	91%
	2019	88%	86%	87%	87%	85%	96%
	2018	87%	85%	86%	95%	81%	92%
All employers (100%) always provided accurate and complete data	2020-21	39%	16%	18%	77%	9%	69%
	2019	37%	13%	18%	80%	2%	69%
	2018	39%	15%	18%	72%	4%	82%
Mean % of employers that always provided accurate and complete data	2020-21	85%	84%	84%	84%	85%	89%
	2019	84%	82%	83%	82%	80%	96%
	2018	84%	82%	84%	89%	79%	90%

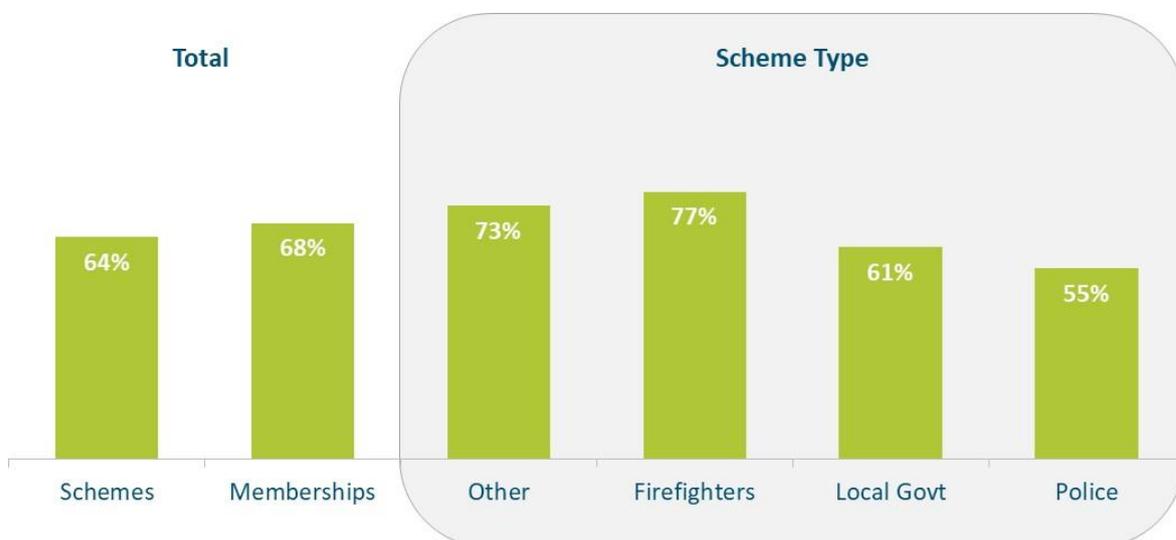
As detailed in Table 4.3.6, the proportions of employers that always provided on time, accurate and complete data were much lower for multi-employer schemes than single employer ones. Among multi-employer schemes, 9% said that all their employers always submitted data on time and the same proportion said that all their employers always provided accurate and complete data (compared with 85% and 83% respectively for single employer schemes).

Table 4.3.6 Provision of on time, accurate and complete data by employers – by single and multi-employer schemes

	Single employer schemes	Multi-employer schemes
<i>Base: All respondents</i>	78	115
All employers (100%) always submitted the required monthly data on time	85%	9%
All employers (100%) always provided accurate and complete data	83%	9%

Schemes were also asked the extent to which the employer(s) had submitted data electronically in the last 12 months. Single employer schemes were asked whether their participating employer had submitted all, some or no data electronically, and multi-employer schemes were asked to give the proportion of their employers that had provided all, some and no data electronically. The results for both groups have been combined in the analysis below.

Approaching two-thirds (64%) of schemes reported that all their employers had submitted all data electronically in the last 12 months. This applied to around three-quarters of Firefighters' (77%) and 'Other' (73%) schemes but was lower for Local Government (61%) and Police (55%) schemes.

Figure 4.3.6 Proportion of schemes where all employers had submitted all data electronically in the last 12 months

All respondents (Base, Don't know, Did not answer) - Schemes (193, 6%, 1%), Memberships (193, 3%, 0%), Other (11, 0%, 0%), Firefighters (47, 2%, 2%), Local Govt (93, 6%, 0%), Police (42, 10%, 0%)

Table 4.3.7 shows that, on average, 80% of scheme employers submitted all data electronically in the last 12 months, 17% submitted some data electronically and 4% did not submit any data electronically. The mean proportion of employers submitting all data electronically was lowest for Police schemes (61%).

Table 4.3.7 Mean proportion of employers that submitted data electronically in the last 12 months

	Total		Scheme Type			
	Schemes	Memberships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
Mean % of employers that submitted all data electronically	80%	89%	91%	80%	87%	61%
Mean % of employers that submitted some data electronically	17%	9%	8%	16%	8%	39%
Mean % of employers that submit no data electronically	4%	3%	1%	4%	6%	0%

As detailed in Table 4.3.6, there was little difference in the proportions of single and multi-employer schemes who reported that all employers submitted all data electronically.

Table 4.3.8 Proportion of schemes where all employers had submitted all data electronically in the last 12 months – by single and multi-employer schemes

	Single employer schemes	Multi-employer schemes
<i>Base: All respondents</i>	78	115
All employers (100%) submitted all data electronically	69%	61%

No comparative data is available from previous years due to changes in the way that this data was captured in the 2020-21 survey.

4.4 Cyber security

Schemes were asked whether they had 14 specific controls in place to protect their data and assets from cyber risk. Overall, 90% had at least half of these controls in place, an increase from 82% in 2019.

Table 4.4.1 Proportion of schemes with controls to protect their data and assets from ‘cyber risk’ – Time series

	Survey	
	2020-21	2019
<i>Base: All respondents</i>	193	202
System controls (e.g. firewalls, anti-virus/malware, software updates)	95%	90%
Controls restricting access to systems and data	93%	89%
Critical systems and data regularly backed up	93%	88%
Policies on the acceptable use of devices, passwords/other authentication and on home/mobile working	91%	87%
Policies on data access, protection, use and transmission in line with data protection legislation and guidance	90%	87%
Cyber risk is on the risk register and regularly reviewed	86%	84%
Scheme manager assured themselves of third party providers’ controls	83%	71%
Access to specialist skills and expertise to understand and manage risk	74%	68%
Incident response plan to deal with any incidents which occur	71%	71%
Roles and responsibilities on cyber resilience clearly defined and documented	69%	65%
Assessment of vulnerability to a cyber incident of key functions, systems, assets and parties involved in running the scheme	68%	63%
Assessment of likelihood of different types of breaches occurring	65%	53%
Scheme manager receives regular updates on cyber risks, incidents and controls	62%	52%
Pension board receives regular updates on cyber risks, incidents and controls	56%	49%
None of these	0%	0%
Net: At least half of these cyber controls in place (7+)	90%	82%
Mean number of cyber controls in place	11	10
Don’t know	1%	4%
Did not answer question	0%	1%

The most common types of cyber protection were system controls such as firewalls, anti-virus products and regular software updates (95%), controls restricting access to systems and data (93%), regular back-ups of critical systems and data (93%), policies on acceptable use of devices, passwords, other authentication and home and mobile working (91%) and policies on data access, protection, use and transmission in line with data protection legislation and guidance (90%).

Schemes were least likely to say that the pension board or scheme received regular updates on cyber risks, incidents and controls (56% and 62% respectively).

For 11 of the 14 cyber controls, the proportion of schemes with these in place was higher than in 2019⁷. The greatest increases were seen for the scheme manager assuring themselves of third party providers' controls (+12 percentage points), assessment of the likelihood of different types of breaches occurring (+12 percentage points) and the scheme manager receiving regular updates (+10 percentage points). The only controls where there was not an increase since 2019 were cyber risk being included on the risk register and regularly reviewed, schemes having an incident response plan, and roles and responsibilities on cyber resilience being clearly defined and documented.

Table 4.4.2 shows 34% of schemes had experienced some kind of cyber breach or attack in the previous 12 months, a decrease from 42% in 2019. These incidents typically involved staff receiving fraudulent emails or being directed to fraudulent websites (29%).

Table 4.4.2 Proportion of schemes experiencing any cyber security breaches or attacks in last 12 months (including at their administration provider) – Time series

	Survey	
	2020-21	2019
<i>Base: All respondents</i>	193	202
Staff receiving fraudulent emails or being directed to fraudulent websites	29%	33%
People impersonating scheme in emails or online	7%	8%
Computers becoming infected with other viruses, spyware or malware	2%	1%
Attacks that try to take down website or online services	2%	10%
Unauthorised use of computers, networks or servers by staff, even if accidental	2%	1%
Unauthorised use or hacking of computers, networks or servers by people outside scheme	1%	3%
Computers becoming infected with ransomware	1%	0%
Hacking or attempted hacking of online bank accounts	0%	0%
Any other types of cyber security breaches or attacks	7%	4%
None of these	60%	49%
Net: Any cyber incidents reported in last 12 months	34%	42%
Don't know	5%	8%
Did not answer question	2%	1%

⁷ The increases shown in Table 4.4.1 were statistically significant for all controls except 'Cyber risk is on risk register & regularly reviewed', 'Incident response plan to deal with any incidents which occur', and 'Roles and responsibilities on cyber resilience clearly defined and documented'.

Those schemes that had experienced any cyber breaches or attacks in the previous 12 months were asked what, if anything, had happened as a result. Most (92%) said that there had been no impact but 5% reported a negative impact. This equates to 2% of all public service schemes (i.e. including those that did not experience any cyber incidents or breaches), a decrease from the 6% seen in the 2019 survey.

The negative impacts reported were money being stolen (3%), permanent loss of files (2%), temporary loss of access to files or networks (2%), the scheme's website or online services being taken down or made slower (2%) and personal data being altered, destroyed or taken (1%).

Table 4.4.3 Impact of cyber security breaches or attacks experienced in last 12 months

	Survey	
	2020-21	2019
<i>Base: All experiencing cyber security breaches or attacks</i>	65	84
Money stolen	3%	1%
Permanent loss of files (other than personal data)	2%	0%
Temporary loss of access to files or networks	2%	2%
Website or online services taken down or made slower	2%	5%
Personal data altered, destroyed or taken	1%	1%
Software or systems corrupted or damaged	0%	0%
Lost or stolen assets, trade secrets or intellectual property	0%	0%
Lost access to any third-party services relied on	0%	10%
None of these	92%	81%
Net: Any impact reported in last 12 months	5%	15%
Don't know	2%	1%
Did not answer question	2%	2%

Table 4.4.4 provides a summary based on memberships. Overall, 96% of memberships were in a scheme that had at least half of the cyber controls in place, an increase from 92% in 2019.

Almost half (47%) of memberships were in a scheme that had experienced any cyber breaches or attacks in the previous 12 months (an increase from 40% in 2019). However, there was a fall in the proportion of memberships that were in a scheme which reported a negative impact of any cyber incidents (12% of those in a scheme that had experienced breaches or attacks, compared with 21% in 2019).

Table 4.4.4 Summary of cyber controls and breaches/attacks by memberships – Time series

	Survey	Total memberships
Proportion with at least half of the cyber risk controls in place (i.e. 7 or more) <i>(All schemes)</i>	2020-21	96%
	2019	92%
Proportion experiencing any cyber breaches/attacks in last 12 months <i>(All schemes)</i>	2020-21	47%
	2019	40%
Proportion reporting any impact of cyber breaches/attacks in last 12 months <i>(All experiencing breaches/attacks)</i>	2020-21	12%
	2019	21%

Schemes that had experienced any cyber security breaches or attacks in the last 12 months were also asked if they had reported these to various organisations or people. A fifth (20%) had reported the breaches or attacks to any of these parties, and this was typically to the pension board (14%) and/or scheme members (8%).

All three of the schemes that experienced a negative impact from a cyber breach/attack reported this to their pension board, two reported it to the ICO, one to TPR and one to members.

Table 4.4.5 Proportion of schemes reporting cyber breaches or attacks

	Total schemes
<i>Base: All who experienced any cyber security breaches/attacks</i>	65
The pension board	14%
Members of your scheme	8%
Information Commissioners Office	3%
TPR	1%
None of these	71%
Net: Reported to any of these	20%
Don't know	5%
Did not answer question	5%

Schemes who had experienced any cyber breaches or attacks in the last 12 months and had an incidence response plan (IRP) were asked if any of the breaches/attacks had triggered the IRP. Of the 52 schemes that this applied to, 11% stated that their IRP had been triggered.

The six schemes that had triggered their IRP all judged this to have been very or fairly effective, and four of them had subsequently made changes to their IRP as a result of this experience.

4.5 Annual benefit statements

In 2020, three-quarters (74%) of schemes sent active members their annual benefit statements by post. The next most common method was via a digital online portal with notification by email (49%). Almost half of schemes (44%) sent out statements by more than one method.

Table 4.5.1 Methods used to send active members their annual benefit statements in 2020

	Total		Scheme Type			
	Schemes	Memberships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
By post	74%	83%	82%	72%	87%	45%
Via a digital online portal, with notification by email	49%	37%	27%	34%	52%	64%
Via a digital online portal, with no notification	15%	28%	36%	9%	16%	14%
Via a digital online portal, with notification by letter	11%	5%	0%	9%	14%	10%
Other ways	9%	19%	27%	6%	5%	17%
Used more than one method	44%	53%	55%	28%	51%	45%

On average, 46% of each scheme's active members were sent their statements by post and 36% via an online portal with email notification. Most of the remainder also received their statements via an online portal, either with no notification (9%) or with notification by letter (5%).

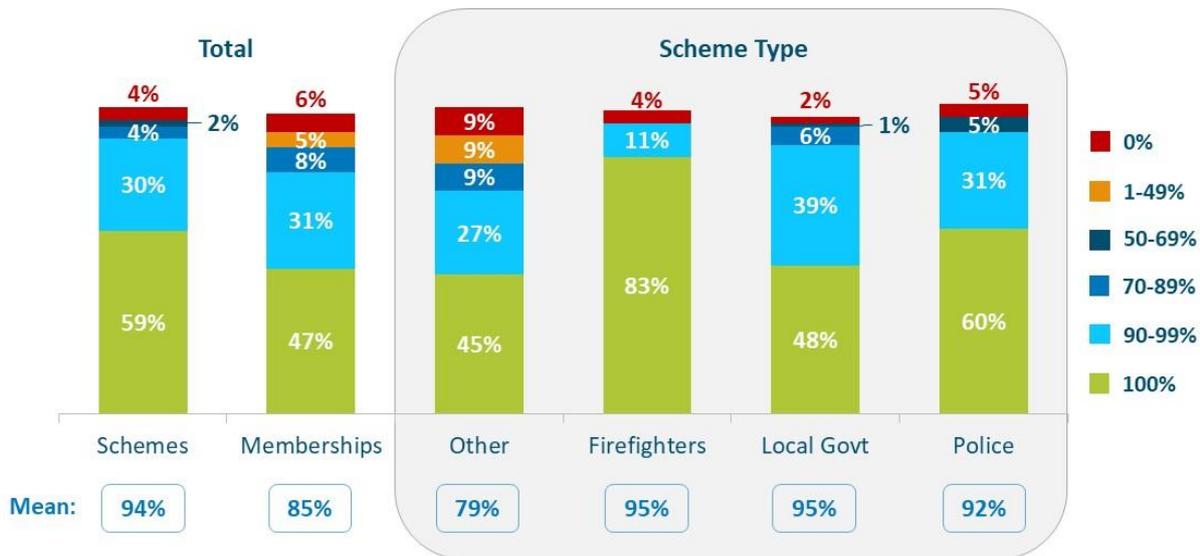
Table 4.5.2 Mean proportion of active members sent their annual benefit statements via each method in 2020

	Total		Scheme Type			
	Schemes	Memberships	Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	193	11	47	93	42
By post	46%	51%	55%	63%	47%	21%
Via a digital online portal, with notification by email	36%	20%	10%	28%	36%	53%
Via a digital online portal, with no notification	9%	20%	27%	5%	9%	10%
Via a digital online portal, with notification by letter	5%	3%	0%	5%	7%	3%
Other ways	6%	6%	7%	6%	3%	12%

Over half of schemes (59%) reported that all of their active members had received their annual benefit statement (ABS) by the statutory deadline in 2020.

The mean proportion of each scheme’s active members that received their statement by the deadline was 94%. When the data is weighted to reflect the number of memberships in each scheme, this shows that 85% of all active members received their ABS by the deadline.

Figure 4.5.1 Proportion of active members receiving annual benefit statement by statutory deadline in 2020



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 2%, 0%), Memberships (193, 1%, 0%), Other (11, 0%, 0%), Firefighters (47, 2%, 0%), Local Govt (93, 3%, 0%), Police (42, 0%, 0%)

Firefighters’ schemes were most likely to have met the ABS deadline for all their active members in 2020 (83%), followed by Police schemes (60%). This proportion was lower for ‘Other’ (45%) and Local Government (48%) schemes, both of which are primarily multi-employer schemes and typically have a greater number of memberships.

The mean proportion of active members receiving their statement by the deadline was also lower for ‘Other’ schemes (79% vs. 92-95% for other scheme types).

As shown in Table 4.5.3, the mean percentage of active members who received their ABS by the deadline was similar in each of the last three years (94-95%). However, the proportion of schemes that met the deadline for all their active members increased since 2019 (from 53% to 59%), although this was still lower than in 2018 (66%). This change from 2019 was driven by an increase among Firefighters’ scheme (+16 percentage points).

Table 4.5.3 Proportion of active members receiving annual benefit statement by statutory deadline – Time series

	Survey	Total schemes	Scheme Type			
			Other	Firefighters	Local Govt	Police
Mean	2020-21	94%	79%	95%	95%	92%
	2019	95%	80%	98%	96%	90%
	2018	95%	96%	97%	93%	95%
100% received by deadline	2020-21	59%	45%	83%	48%	60%
	2019	53%	45%	67%	44%	60%
	2018	66%	55%	78%	56%	75%

The schemes that missed the ABS deadline for any of their active members were asked whether they reported this to TPR. Overall, 29% of this group had done so, with 18% making a breach of the law report.

Figure 4.5.2 Proportion of schemes reporting to TPR that they missed the deadline for issuing active member statements

All where deadline was missed for any active members (Base, Don't know, Did not answer question) - Schemes (75, 3%, 1%), Memberships (75, 0%, 1%), Other (6, 0%, 0%), Firefighters (7, 0%, 0%), Local Govt (45, 0%, 2%), Police (17, 12%, 0%) – **Caution: Low base sizes for individual scheme types**

Two-thirds (67%) of 'Other' schemes that missed the deadline reported this to TPR, with all of these making a breach of the law report. This fell to 43% of Firefighters', 41% of Police and 18% of Local Government schemes. However, this analysis is based only on a small number of interviews due to the low number of schemes that missed the ABS deadline for any of their active members.

As detailed in Table 4.5.4, fewer schemes who missed the ABS deadline reported this to TPR than in 2019 (29%, compared with 42% in 2019).

Table 4.5.4 Proportion of schemes reporting to TPR that they missed the deadline for issuing active member statements – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	29%	67%	43%	18%	41%
PSPS Survey 2019	42%	83%	75%	30%	33%
PSPS Survey 2018	34%	80%	11%	33%	40%

The majority (62%) of the schemes that did not report the missed deadline to TPR indicated that this was because it was not considered material as few statements were affected. A further 28% stated that it was not material as there was a very short delay, 4% indicated it was due to the COVID-19 situation and 4% did not report it because it was due to delays or queries by the employer.

As detailed in Figure 4.5.3, 92% of schemes reported that all the annual benefit statements they sent out to members in 2020 contained all the data required by regulations. The mean was 99%. Both of these were unchanged from 2019.

Figure 4.5.3 Proportion of annual benefit statements sent out in 2020 that contained all data required by regulations

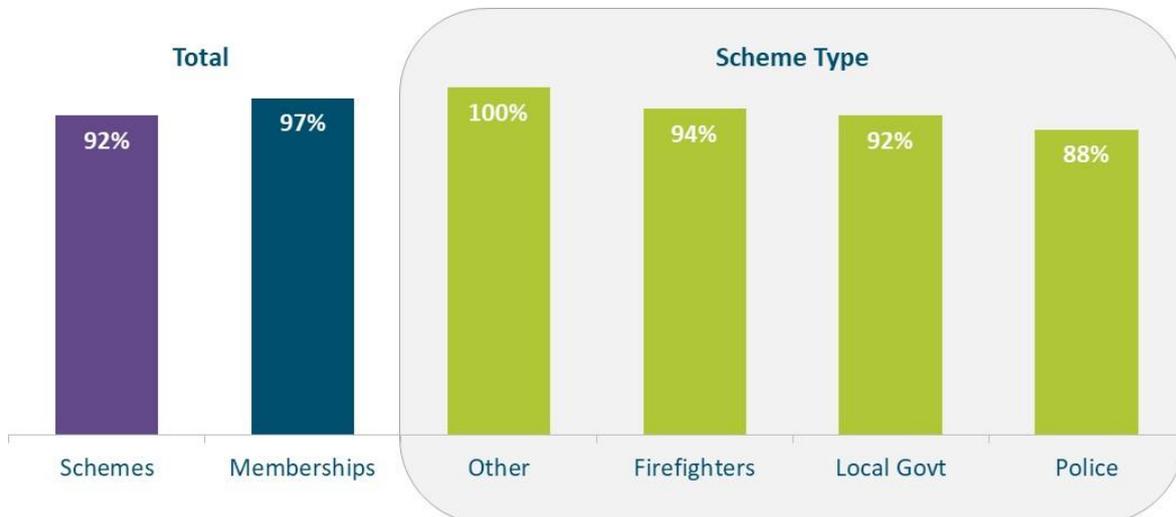


All respondents (Base, Don't know, Did not answer question) - Schemes (193, 2%, 1%), Memberships (193, 1%, 0%), Other (11, 0%, 0%), Firefighters (47, 2%, 2%), Local Govt (93, 3%, 0%), Police (42, 0%, 0%)

4.6 Resolving issues

The majority (92%) of schemes had a working definition of what constitutes a complaint, and this was the case for every 'Other' scheme (100%).

Figure 4.6.1 Proportion of schemes with working definition of a complaint



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 2%, 1%), Memberships (193, 1%, 0%), Other (11, 0%, 0%), Firefighters (47, 0%, 2%), Local Govt (93, 1%, 0%), Police (42, 7%, 0%)

The proportion with a working definition of a complaint increased from 85% in 2019 to 92% in the 2020-21 survey. This was driven by increases for both Firefighters' and Local Government schemes (+12 and +10 percentage points respectively).

Table 4.6.1 Proportion of schemes with working definition of a complaint – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	92%	100%	94%	92%	88%
PSPS Survey 2019	85%	100%	82%	82%	91%
PSPS Survey 2018	86%	91%	83%	85%	91%

Schemes were asked to provide details of the number of complaints they had received in the previous 12 months. This data has been used to estimate the total number of complaints received by public service schemes and show the number of complaints per 1,000 members, as set out in Table 4.6.2.

Overall, an estimated 10,466 complaints were made to public service schemes in the previous 12 months, equating to 0.6 complaints per 1,000 members. This was a similar ratio to that seen in the 2019 survey (0.7).

Firefighters' and 'Other' schemes were proportionally most likely to generate complaints, receiving 1.0 and 0.7 complaints per 1,000 members respectively.

In comparison, Police schemes received 0.4 and Local Government schemes received 0.3 complaints per 1,000 members.

Table 4.6.2 Estimated total complaints received in last 12 months

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
Total memberships	18,360,832	11,058,653	123,431	6,791,973	386,775
Mean number of complaints	52	744	2	21	3
Total complaints (grossed up)	10,466	8,185	124	2,020	138
Share of all memberships	100%	60%	1%	37%	2%
Share of all complaints	100%	78%	1%	19%	1%
Complaints per 1,000 members	0.6	0.7	1.0	0.3	0.4

Schemes were also asked to provide details of the number of complaints entering and upheld by their Internal Dispute Resolution (IDR) process in the previous 12 months. Table 4.6.3 shows this data, presented as the proportion of all complaints received in the last 12 months. On average, 50% of all complaints entered the IDR process and 22% of these were subsequently upheld.

Table 4.6.3 Proportion of complaints that entered the IDR process and proportion upheld in the last 12 months

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
Proportion of complaints that entered the IDR process (mean)	50%	50%	77%	39%	54%
Proportion of those complaints entering the IDR process that were upheld (mean)	22%	34%	25%	22%	14%

Complaints made to Firefighters' schemes were most likely to enter the IDR process (77% respectively), whereas this was least likely to happen in Local Government schemes (39%). The proportion of complaints that were upheld by the IDR process was highest for 'Other' schemes (34%) and lowest for Police schemes (14%).

As detailed in Table 4.6.4, the most common types of complaints that entered the IDR process related to eligibility for ill health benefit (46%), followed by disputes or queries about the amount of benefit paid (39%), inaccuracies or disputes around pension value or definitions (23%) and delay or refusal of pension transfer (18%).

Eligibility for ill health benefit was the most common type of complaint that entered the IDR process for Local Government schemes (68%), whereas this was mentioned by comparatively few Police schemes (5%). For 'Other'

schemes the most common complaint was inaccurate data held or statements issued (50%), for Firefighters' schemes it was disputes or queries about the amount of benefit paid (45%), and this was also the top complaint among Police schemes (24%) along with inaccuracies or disputes around pension value or definitions (24%).

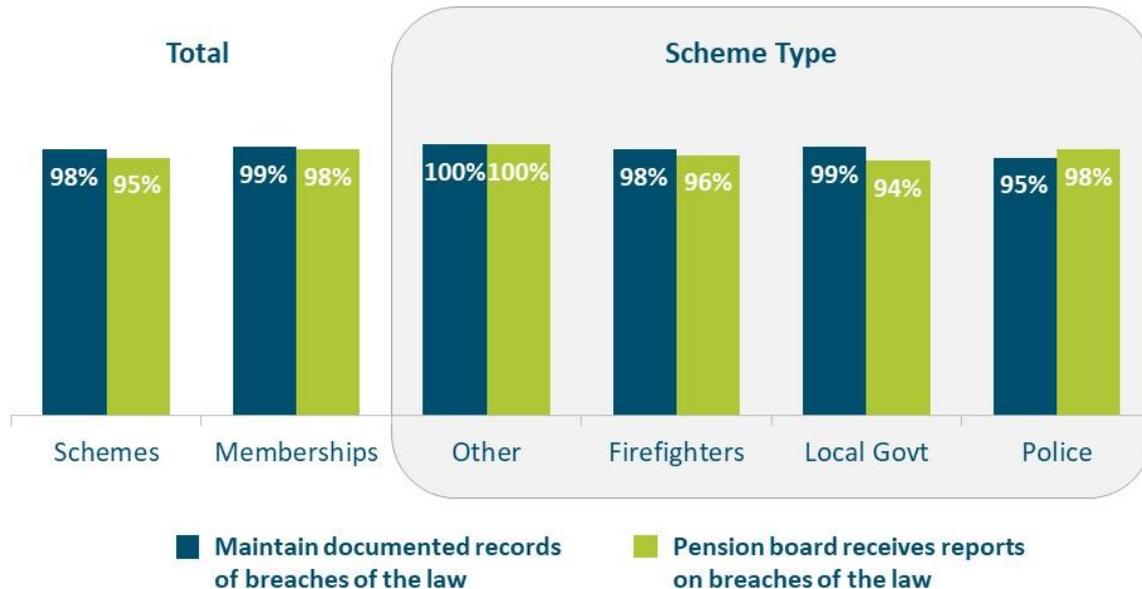
Table 4.6.4 Most common types of complaints entering IDR process in the last 12 months

Top Mentions (5%+ at total level)	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All with complaints entering the IDR process in last 12 months</i>	136	10	29	76	21
Eligibility for ill health benefit	46%	40%	21%	68%	5%
Disputes or queries about the amount of benefit paid	39%	40%	45%	41%	24%
Inaccuracies or disputes around pension value or definitions	23%	20%	24%	22%	24%
Delay or refusal of pension transfer	18%	10%	7%	24%	19%
Delays to benefit payments	14%	20%	14%	14%	10%
Slow or ineffective communication	12%	10%	0%	18%	10%
Inaccurate data held and/or statement issued	12%	50%	0%	11%	14%
Pension overpayment and recovery	12%	40%	17%	4%	19%
Don't know	5%	10%	3%	3%	14%
Did not answer question	0%	0%	0%	0%	0%

4.7 Reporting breaches

The vast majority of schemes maintained documented records of any breaches of the law identified (98%) and indicated that the pension board received reports on any such breaches (95%). In both cases this applied to 100% of 'Other' schemes.

Figure 4.7.1 Proportion of schemes maintaining documented records of any breaches of the law and providing the pension board with reports on any breaches of the law identified



All respondents (Base, Don't know if maintain documented records, Did not answer if maintain documented records, Don't know if pension board receives reports, Did not answer if pension board receives reports) - Schemes (193, 2%, 0%, 0%, 0%), Memberships (193, 0%, 0%, 1%, 0%), Other (11, 0%, 0%, 0%, 0%), Firefighters (47, 2%, 0%, 2%, 0%), Local Govt (93, 0%, 0%, 2%, 0%), Police (42, 5%, 0%, 2%, 0%)

Of those that maintained documented records of breaches of the law, 95% indicated that these included the decision taken on whether to report the breach to TPR. Again, this applied to all 'Other' schemes (100%).

Table 4.7.1 Proportion of schemes where the documented records on breaches of the law include the decision taken on whether to report it to TPR

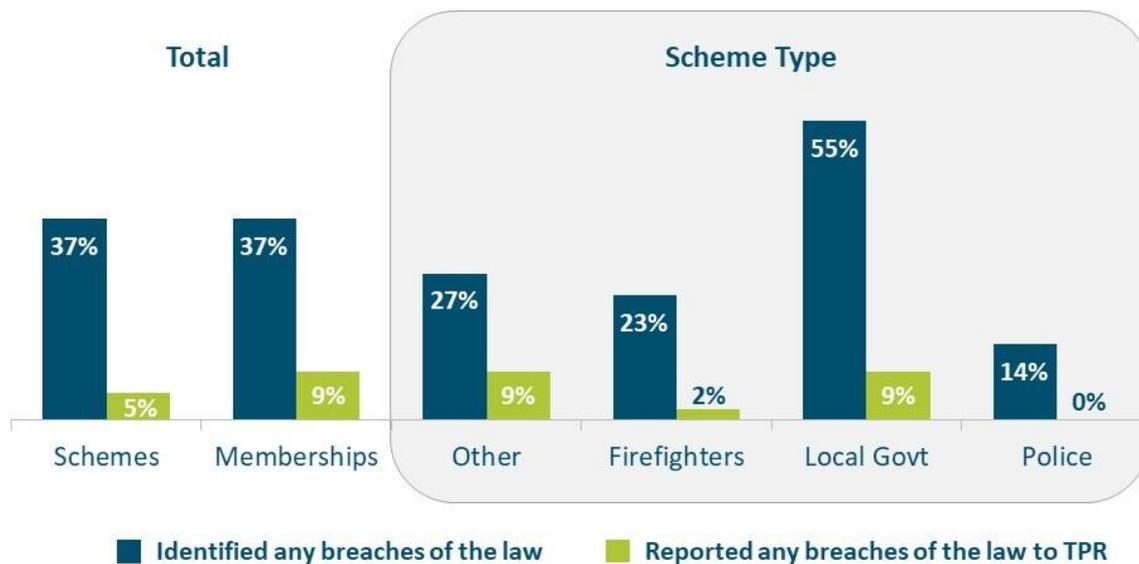
	Total		Scheme Type			
	Schemes	Memberships	Other	Firefighters	Local Govt	Police
<i>Base: All maintaining records of breaches of the law</i>	189	189	11	46	92	40
Records include decision on whether to report the breach to TPR	95%	97%	100%	98%	91%	98%

The survey also captured data on the proportion of schemes that had identified any breaches of the law and had reported any breaches to TPR in the previous 12 months, as summarised in Figure 4.7.2. For these questions, schemes were asked to exclude any breaches of the law relating to annual benefit statements.

Over a third of schemes (37%) had identified non-annual benefit statement breaches of the law in the previous 12 months, and 5% had reported breaches to TPR in this period as they thought they were materially significant. This means that 14% of those schemes that identified breaches in the last 12 months had reported them to TPR.

The proportion identifying breaches in the previous 12 months was highest for Local Government schemes (55%) and lowest for Police schemes (14%). 'Other' schemes were proportionally most likely to have reported any breaches of the law to TPR; 27% had identified any breaches and a third of these (9% overall) had reported them. In contrast, no Police schemes had reported any breaches of the law to TPR in the last 12 months.

Figure 4.7.2 Proportion of schemes that identified breaches of the law and reported any breaches to TPR in last 12 months (excluding those relating to annual benefit statements)



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1%, 0%), Memberships (193, 0%, 0%), Other (11, 0%, 0%), Firefighters (47, 0%, 0%), Local Govt (93, 1%, 0%), Police (42, 0%, 0%)

Larger schemes were more likely to have identified non-ABS breaches than smaller schemes; 56% of those with over 30,000 memberships had done so in the previous 12 months, compared with 37% of those with 5,001-30,000 memberships and 15% of those with 5,000 or fewer memberships. The proportion reporting breaches to TPR followed a broadly similar pattern with 10% of those with over 30,000 memberships reporting a breach, compared with 3% of those with 5,001-30,000 memberships and 2% of those with 5,000 or fewer memberships.

Where breaches of the law were identified, they were most commonly attributed to the scheme's employers. A third (31%) of those identifying breaches stated that these were caused by late or non-payment of contributions by the employer(s), 28% cited failure of the employer(s) to provide timely, accurate or complete data and a further 11% mentioned other employer-related issues.

Aside from employer-related issues, the most common causes of breaches of the law were systems or process failure (28%), management of transactions (28%) and failure to maintain records or rectify errors (21%).

Table 4.7.2 Causes of breaches of the law identified (excluding those relating to annual benefit statements)

	Total	
	Schemes	Memberships
<i>Base: All identifying breaches of the law (not related to ABS)</i>	71	71
Late or non-payment of contributions by the employer(s)	31%	37%
Failure of the employer(s) to provide timely, accurate or complete data	28%	34%
Systems or process failure	28%	30%
Management of transactions (e.g. errors or delays in payment of benefits)	28%	29%
Failure to maintain records or rectify errors	21%	10%
Other employer-related issues ⁸	11%	8%
Other ⁹	28%	32%
Don't know	0%	0%
Did not answer question	0%	0%

⁸ Schemes were asked to provide details or any 'other employer-related issues' and the most common were employer failure to meet the required timescales (4%) and employer data protection breaches (4%).

⁹ The most widely mentioned 'other' reasons were Failure to meet required timescales (13%), Data protection breaches (6%)

4.8 Addressing governance and administration issues

All schemes were asked to identify the top three barriers to improving their governance and administration over the next 12 months.

The most widely mentioned were the remediation process (65%), the complexity of their scheme (62%) and the volume of changes required to comply with legislation (61%). In addition, 35% identified lack of resources or time as one of the top barriers, and 28% mentioned retention of staff and knowledge.

Table 4.8.1 Barriers to improving governance and administration over next 12 months

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	11	47	93	42
The remediation process (also referred to as 'McCloud' or 'Sergeant')	65%	91%	79%	47%	81%
Complexity of the scheme	62%	27%	77%	60%	60%
The volume of changes that are required to comply with legislation	61%	45%	60%	63%	60%
Lack of resources or time	35%	18%	23%	44%	33%
Recruitment, training and retention of staff and knowledge	28%	55%	23%	29%	26%
Employer compliance	12%	0%	2%	25%	0%
Issues with systems (IT, payroll, administration systems, etc.)	12%	27%	13%	11%	12%
Lack of knowledge, effectiveness or leadership among key personnel	2%	0%	0%	2%	5%
Poor communications between key personnel	0%	0%	0%	0%	0%
Other barriers	7%	18%	9%	8%	0%
There are no barriers	1%	0%	2%	0%	0%
Don't know	1%	0%	0%	0%	2%
Did not answer question	0%	0%	0%	0%	0%

The remediation process was the most commonly identified barrier for 'Other' (91%), Firefighters' (79%) and Police schemes (81%), but fewer Local Government schemes selected it as one of the top three barriers they faced (47%).

Instead, the most commonly identified barriers by Local Government schemes were the volume of changes required to comply with legislation (63%) and the

complexity of the scheme (60%). Both of these were also widely mentioned by Firefighters' schemes (60% and 77% respectively) and Police schemes (60% in each case).

Schemes were also asked to what they would attribute any improvements made to their governance and administration in the last 12 months. A variety of improvement drivers were identified but the major one was better understanding of the risks facing the scheme (68%), followed by better understanding of the underlying legislation and standards expected by TPR (46%) and resources being increased or redeployed to address risks (42%).

Table 4.8.2 Drivers of improvements to governance and administration in last 12 months

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	11	47	93	42
Improved understanding of the risks facing the scheme	68%	64%	72%	63%	74%
Improved understanding of underlying legislation and standards expected by TPR	46%	18%	43%	43%	62%
Resources increased or redeployed to address risks	42%	82%	23%	51%	33%
Administrator action ¹⁰	31%	27%	26%	39%	21%
Pension board action ¹¹	23%	45%	21%	17%	31%
Scheme manager action ¹²	22%	36%	15%	29%	12%
Improved engagement by TPR	14%	9%	13%	11%	21%
Other ¹³	8%	0%	6%	11%	5%
No improvements made in the last 12 months	6%	0%	17%	2%	5%
Don't know	0%	0%	0%	0%	0%
Did not answer question	0%	0%	0%	0%	0%

¹⁰ The most widely mentioned 'administrator actions' were improved administration processes/systems/strategy (7%), data review/improvement (7%), improved/increased use of technology/automation (6%), improved/more frequent reporting (4%), more engagement with employers (3%)

¹¹ The most widely mentioned 'pension board actions' were increased monitoring/scrutiny by board (8%), improved strategy/action plan/processes/policies (6%), more training/increased knowledge (3%), more collaboration/engagement (3%)

¹² The most widely mentioned 'scheme manager actions' were improved processes/systems/strategy (8%), more collaboration/engagement with stakeholders (5%), increased resources (4%)

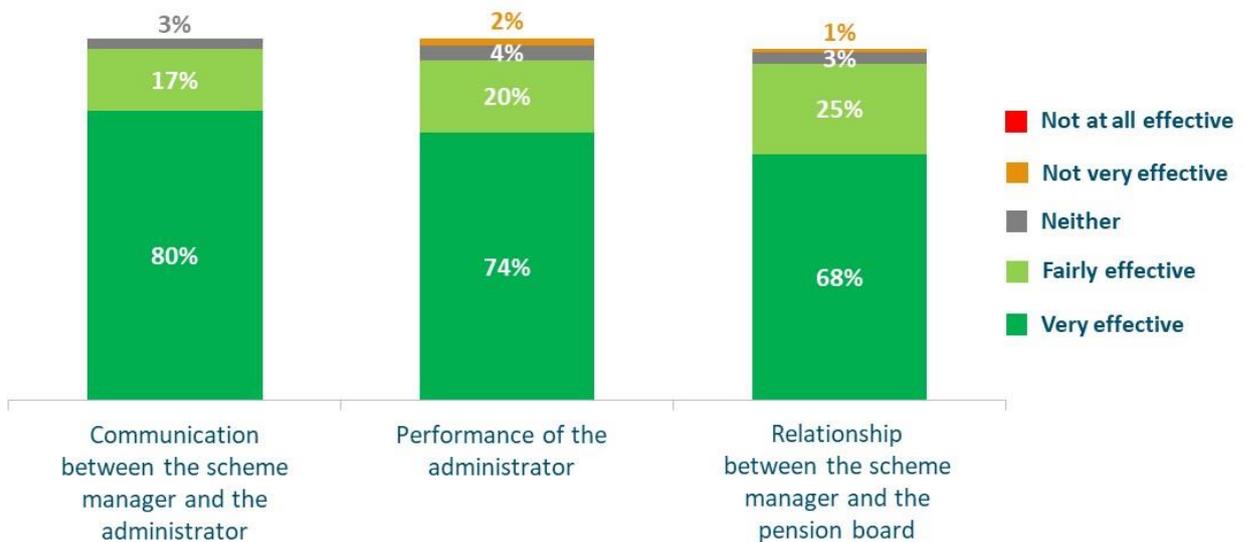
¹³ The most widely mentioned 'other actions' were improved scheme structure/systems (4%)

4.9 The COVID-19 pandemic

Respondents were asked to rate the effectiveness of various aspects relating to the operation of the scheme since the first COVID-19 lockdown started in March 2020.

As set out in Figure 4.9.1, 97% rated the communication between the scheme manager and the administrator since the start of the pandemic as very or fairly effective. Similar proportions judged the performance of the administrator (94%) and the relationship between the scheme manager and the pension board (93%) to have been effective. In each case the majority described this as 'very' effective (68%-80%).

Figure 4.9.1 Performance during the COVID-19 pandemic



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 0-2%, 0-2%)

At least 90% of Firefighters', Local Government, and Police schemes rated each of these aspects as effective. However, a lower proportion of 'Other' schemes indicated that the performance of the administrator (64%) and communication between the communication between the scheme manager and administrator (82%) had been effective.

Table 4.9.1 Proportion rating each aspect as very/fairly effective during the COVID-19 pandemic – by scheme type

	Scheme Type			
	Other	Firefighters	Local Govt	Police
<i>Base: All respondents</i>	11	47	93	42
Communication between the scheme manager and the administrator	97%	82%	98%	98%
Performance of the administrator	94%	64%	96%	97%
Relationship between the scheme manager and the pension board	93%	100%	91%	95%

The vast majority (95%) of schemes had a business continuity plan (BCP) in place prior to the COVID-19 pandemic; 59% had their own scheme-specific BCP and 36% were covered by their local authority's BCP. Every 'Other' scheme had its own BCP in place prior to COVID-19, whereas Firefighters' schemes were more likely to rely on that of their local authority (51%).

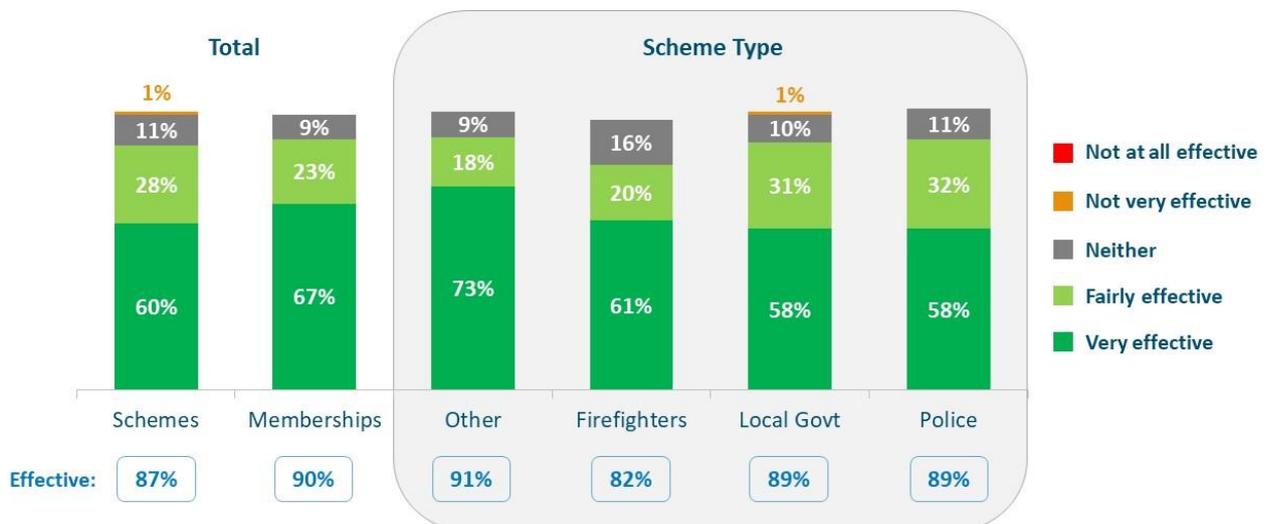
Figure 4.9.2 Proportion of schemes that had a business continuity plan before the first COVID-19 lockdown



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 3%, 0%), Memberships (193, 0%, 0%), Other (11, 0%, 0%), Firefighters (47, 4%, 0%), Local Govt (93, 0%, 0%), Police (42, 7%, 0%)

As set put in Figure 4.9.3, 87% of those with a BCP in place felt this had been effective in helping the scheme respond to the COVID-19 pandemic (with 60% describing it as 'very' effective).

Figure 4.9.3 Effectiveness of business continuity plans in response to COVID-19 pandemic



All with a BCP in place before COVID-19 (Base, Don't know, Did not answer) - Schemes (184, 1%, 0%), Memberships (184, 0%, 0%), Other (11, 0%, 0%), Firefighters (44, 2%, 0%), Local Govt (91, 0%, 0%), Police (38, 0%, 0%)

Firefighters' schemes were slightly less likely to view their BCP as effective (82% vs. 89-91% for other scheme types). There was little difference in effectiveness ratings by scheme type.

When asked what barriers they had faced in implementing the BCP, schemes were most likely to identify IT issues; 31% mentioned the suitability of their IT hardware, 22% the suitability of their IT infrastructure and 12% the suitability of their IT software. In addition, 29% identified the ability of staff to work from home as a barrier. However, around a third of schemes (35%) did not report any barriers to implementing the BCP.

This pattern was broadly consistent across the different scheme types, although Firefighters' schemes were more likely to indicate there had been no barriers (48%). 'Other' schemes were also comparatively more likely to identify issues with administration processes as a barrier (27%), which is consistent with the lower ratings for the administrator performance and communication between the scheme manager and administrator during the pandemic (as seen in Table 4.9.1).

Table 4.9.2 Barriers to implementing business continuity plans

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All with a BCP in place before Covid-19</i>	184	11	44	91	38
Suitability of IT hardware (i.e. equipment)	31%	45%	20%	35%	32%
Ability of staff to work from home	29%	45%	18%	31%	32%
Suitability of IT infrastructure	22%	9%	20%	25%	18%
Issues with administration processes	15%	27%	11%	16%	13%
Key person risks	13%	18%	16%	9%	16%
Suitability of IT software	12%	18%	5%	13%	16%
Staff shortages	7%	9%	5%	7%	11%
Issues with employers	3%	9%	0%	4%	0%
Lack of leadership	0%	0%	0%	0%	0%
Other barriers	4%	0%	5%	5%	3%
There were no barriers	35%	27%	48%	30%	34%
Don't know	2%	0%	2%	0%	5%
Did not answer question	1%	0%	2%	0%	0%

4.10 Pensions dashboards

Survey respondents provided with the following description of the pension dashboards project:

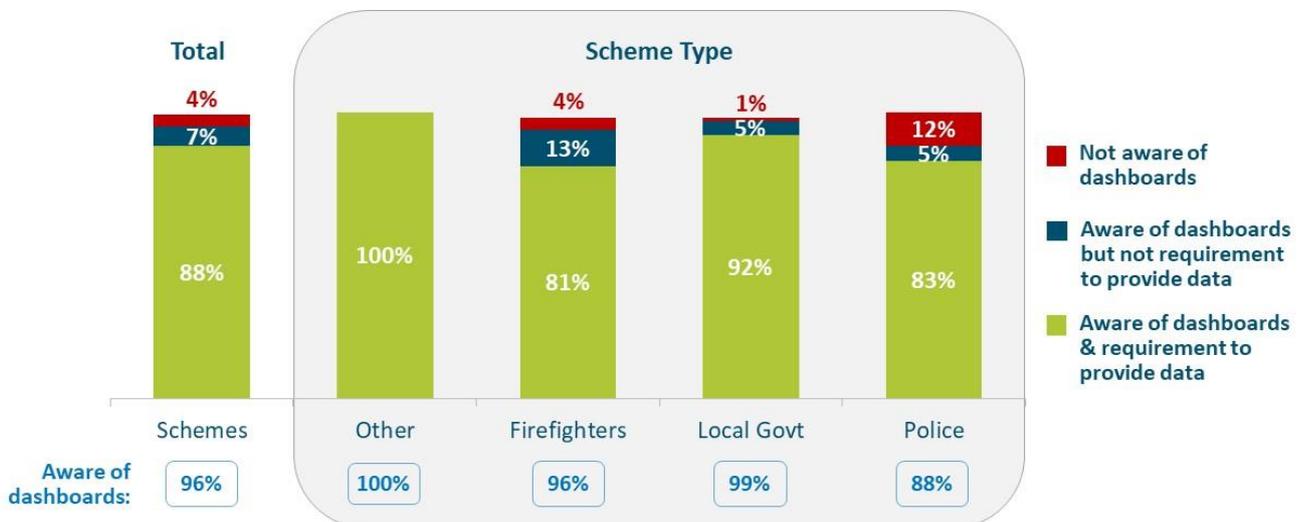
The government has made a commitment to facilitate the pensions industry in the creation of a digital interface that will present all of a person's pensions together in one place. It is most often referred to in the industry as the 'pensions dashboards' project.

They were then asked if, prior to the survey, they had heard of the pensions dashboards. If so, they were then informed that the Pensions Schemes Bill contains provisions to require trustees and scheme managers to provide data to savers through pensions dashboards, and asked whether they were aware of this proposed change to pensions law.

The vast majority of schemes had heard of the pensions dashboards (96%), and most also knew that trustees and scheme managers would be required to provide data to savers through the dashboards (88%).

Every 'Other' scheme was aware of the dashboards and the requirement to share data. Awareness was lowest among Police schemes, 12% of which had not heard of the pensions dashboards.

Figure 4.10.1 Awareness of the pensions dashboards and the requirement to provide data to savers



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1%, 0%), Other (11, 0%, 0%), Firefighters (47, 2%, 0%), Local Govt (93, 1%, 0%), Police (42, 0%, 0%)

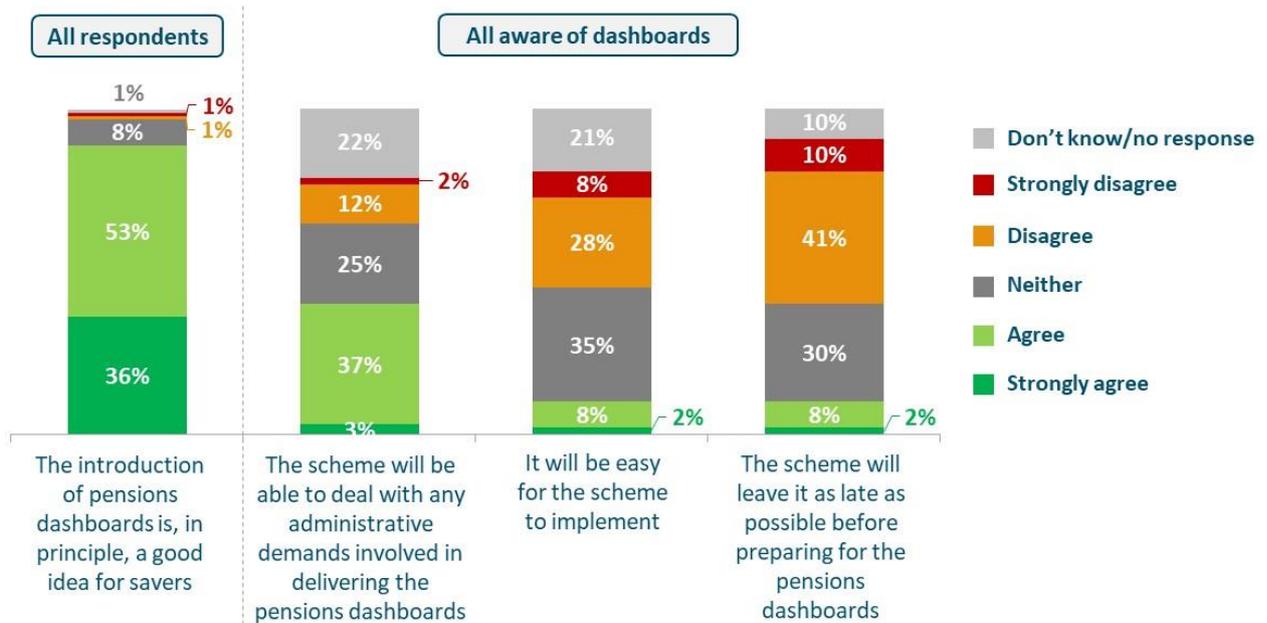
As shown in Figure 4.10.2, 89% of schemes agreed that the pensions dashboards were a good idea (with 36% strongly agreeing).

However, there was less consensus in schemes' views on their ability to implement the requirements. Two-fifths (40%) agreed that they would be able to deal with any administrative demands involved, although comparatively few (13%) disagreed with this (with the remaining 47% either unsure or neither

agreeing nor disagreeing with this). Around a third (35%) disagreed that the dashboards would be easy for their scheme to implement, compared with 9% who agreed.

Half of schemes (51%) disagreed that they would leave it as late as possible before preparing for the dashboards, whereas 10% agreed with this statement.

Figure 4.10.2 Perceptions of the pensions dashboards



All respondents (193), All aware of dashboards (185)

Table 4.10.1 provides a summary by scheme type, showing the proportions agreeing and disagreeing with each statement.

Table 4.10.1 Perceptions of the pensions dashboards – by scheme type

		Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents/All aware of dashboards</i>		11/11	47/45	93/92	42/37
Introduction of dashboards is good idea for savers	Agree	100%	94%	85%	90%
	Disagree	0%	0%	2%	2%
Scheme will be able to deal with administrative demands	Agree	45%	42%	43%	27%
	Disagree	18%	4%	17%	14%
Will be easy for scheme to implement	Agree	9%	16%	8%	5%
	Disagree	45%	36%	32%	41%
Scheme will leave it as late as possible before preparing	Agree	0%	2%	11%	19%
	Disagree	82%	47%	55%	35%

Every 'Other' scheme agreed that the dashboards were a good idea, but Local Government schemes were least likely to agree with this (85%).

Police schemes were least likely to agree that they would be able to deal with the administrative demands (27%, vs. 42-45% for other scheme types). Firefighters' schemes were most likely to agree that the dashboards would be easy to implement (16% vs. 5-9% of other scheme types).

Very few 'Other' and Firefighters' schemes (0% and 2% respectively) expected to leave dashboards preparations as late as possible, but this increased to 19% of Police and 11% of Local Government schemes.

Those respondents aware of the dashboards were asked what, if any, challenges the scheme was likely to face in terms of preparing for them (Table 4.10.2). Three-quarters (75%) identified software compatibility as a potential issue, and over half mentioned knowing what is required (58%). The next most widely anticipated challenges were capacity constraints (36%), cost (31%), availability of data (20%) and accuracy of data (19%).

This pattern was broadly consistent by scheme type, but Local Government and Police schemes were comparatively more likely to identify knowing what is required as a challenge (64% and 68% respectively). Police schemes were also more likely to mention cost (46%), and 'Other' schemes more likely to mention accuracy of data (36%).

Table 4.10.2 Anticipated challenges in preparing for the pensions dashboards

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All aware of dashboards</i>	185	11	45	92	37
Software compatibility	75%	64%	71%	76%	81%
Knowing what is required	58%	27%	44%	64%	68%
Capacity constraints	36%	45%	38%	35%	35%
Cost	31%	27%	29%	27%	46%
Availability of data	20%	18%	27%	17%	19%
Accuracy of data	19%	36%	16%	20%	16%
Participating employer reticence	9%	18%	0%	14%	5%
Other	4%	18%	0%	4%	3
None – do not expect to face challenges	1%	0%	2%	1%	0%
Don't know	3%	0%	9%	1%	3%
Did not answer question	0%	0%	0%	0%	0%

As set out in Table 4.10.3, the main sources through which schemes expected to learn about the requirements for the pensions dashboards were their scheme advisory board (69%), the Pensions Dashboards Programme (63%) and TPR (61%). These were the primary sources identified by all scheme

types, with the exception of ‘Other’ schemes who were more likely to mention industry bodies (45%) than their scheme advisory board (27%).

Table 4.10.3 Expected sources of information about pensions dashboards requirements

	Total schemes	Scheme Type			
		Other	Fire-fighters	Local Govt	Police
<i>Base: All respondents</i>	193	11	47	93	42
Scheme advisory board	69%	27%	79%	75%	55%
Pensions Dashboards Programme (PDP)	63%	73%	60%	60%	71%
TPR	61%	55%	68%	53%	71%
Industry bodies (e.g. PASA, PLSA)	41%	45%	26%	53%	33%
Department for Work & Pensions (DWP)	26%	55%	19%	19%	40%
Financial Conduct Authority (FCA)	9%	18%	6%	9%	12%
Somewhere else	15%	36%	15%	16%	7%
Don't know	3%	0%	4%	3%	2%
Did not answer question	0%	0%	0%	0%	0%

4.11 Climate change

For this survey Local Government schemes were asked various questions about the actions they had taken in regard to climate change.

Table 4.11.1 shows that nine in ten Local Government schemes (91%) had allocated time or resources to assessing any financial risks or opportunities associated with climate change.

However, fewer had taken each of the three specific actions tested; 66% had assessed the risks and opportunities for their scheme from particular climate-related scenarios, 60% had tracked the carbon intensity of their portfolio, and 29% had assessed their portfolio's contribution to global warming.

Table 4.11.1 Actions taken on climate change

	Local Government schemes
<i>Base: All Local Government schemes</i>	93
Allocated time or resources to assessing any financial risks and opportunities associated with climate change	91%
– Assessed the risks and opportunities for your scheme from particular climate-related scenarios	66%
– Tracked the carbon intensity of your scheme's portfolio	60%
– Assessed you scheme portfolio's potential contribution to global warming	29%
– None of these (or don't know)	12%
Not allocated any time/resources to assessing any financial risks and opportunities associated with climate change	4%
Don't know	4%
Did not answer question	0%

Local Government schemes were then asked whether they used various processes to manage climate-related risks and opportunities. Please note that the 9% of schemes that had not allocated time or resources to assessing the financial risks/opportunities associated with climate change (or were unsure if they had done this) were not asked this question but have been included in the analysis base and shown separately in Table 4.11.2 overleaf.

Two-thirds (68%) of schemes had added climate-related risks to their risk register¹⁴. Lower proportions included climate-related issues as a regular agenda item at pension board meetings (42%), at trustee meetings, assigned responsibility for climate-related issues to a specified individual or sub-committee (37%) and included, monitored and reviewed targets in their climate policy (37%).

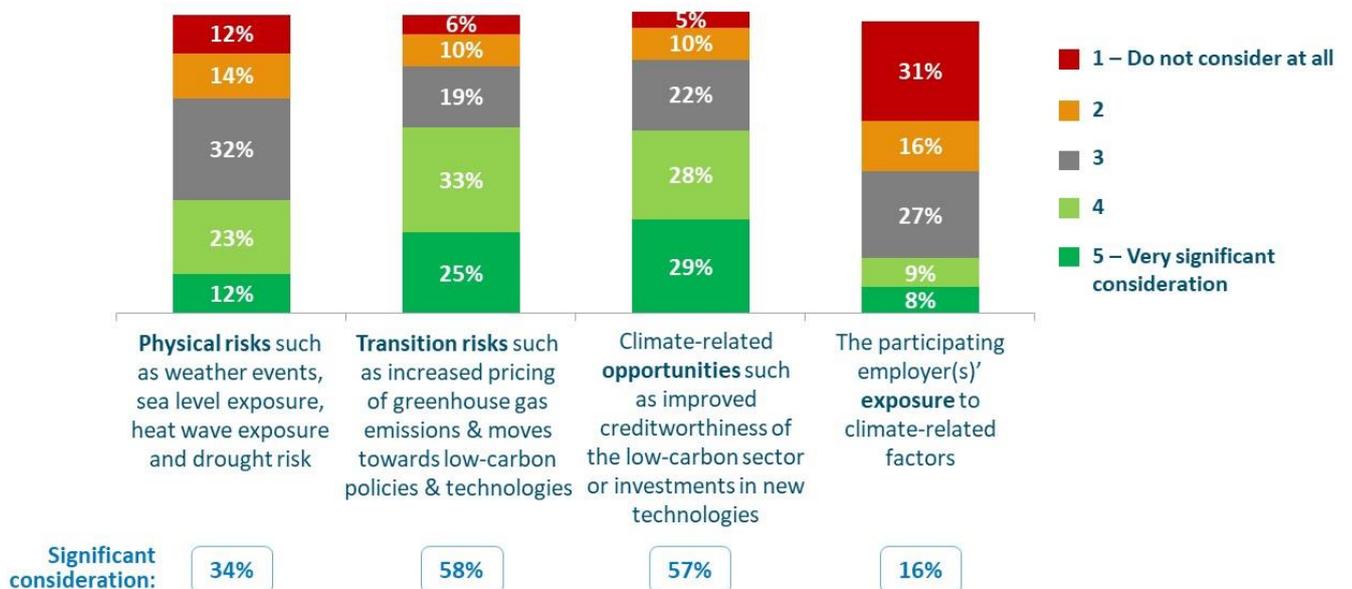
¹⁴ One scheme answered yes to this question even though they had earlier indicated that the scheme did not have a risk register. If this scheme is excluded, the proportion adopting this process falls to 66%.

Table 4.11.2 Processes used to manage climate-related risks and opportunities

	Local Government schemes
<i>Base: All Local Government schemes</i>	93
Add climate-related risks to your risk register	68%
Include climate-related issues as a regular agenda item at pension board meetings	42%
Assign responsibility for climate-related issues to a specified individual or sub-committee	37%
Include, monitor and review targets in the scheme’s climate policy	37%
None of these (or don’t know)	11%
Not allocated any time/resources to climate change (or don’t know if done this)	9%
Did not answer question	0%

Figure 4.11.1 shows the extent to which Local Government schemes considered climate change in their investment and funding strategies. Over half gave significant consideration (4-5) to transition risks (58%) and climate-related opportunities (57%), but fewer schemes considered physical risks (34%) or employer exposure to climate-related factors (16%).

Figure 4.11.1 Consideration of climate change in investment and funding strategy



All Local Government schemes (Base, Don't know, Did not answer question) - Schemes (93, 6-9%, 0-1%)

Schemes were asked whether they had taken various actions on stewardship to help with their management of climate risks, with results shown in Table 4.11.3. Again, those schemes that had not allocated time or resources to assessing the financial risks/opportunities associated with climate change were not asked this question but have been included in the analysis base.

Most of these stewardship actions had been widely adopted by Local Government schemes; 87% had talked to advisers and asset managers about how climate-related factors are built into their engagement and voting policies, 82% indicated that they would also do this when appointing new asset managers, 76% had joined collaborative engagement efforts on climate change, and 56% set out their expectations on climate stewardship and approaches in legal documents when outsourcing activities.

However, approximately two-fifths (42%) of Local Government schemes had signed the UK Stewardship Code.

Table 4.11.3 Stewardship actions taken to help manage climate risks

	Local Government schemes
<i>Base: All Local Government schemes</i>	93
Talked to advisers and asset managers about how climate-related risks and opportunities are built into their engagement and voting policies	87%
When appointing new asset managers, asked the prospective manager how they include climate factors in engagement and voting behaviour	82%
Joined collaborative engagement efforts on climate change	76%
When outsourcing activities, set out in legal documents your expectations on climate stewardship and approaches	56%
Signed the UK Stewardship Code	42%
None of these (or don't know)	3%
Not allocated any time/resources to climate change	9%
Did not answer question	0%

Table 4.11.4 shows that the majority (83%) of Local Government schemes were aware of the work of the Taskforce on Climate-related Financial Disclosures (TCFD). However, approximately a fifth of schemes (22%) made disclosures as recommended by the TCFD.

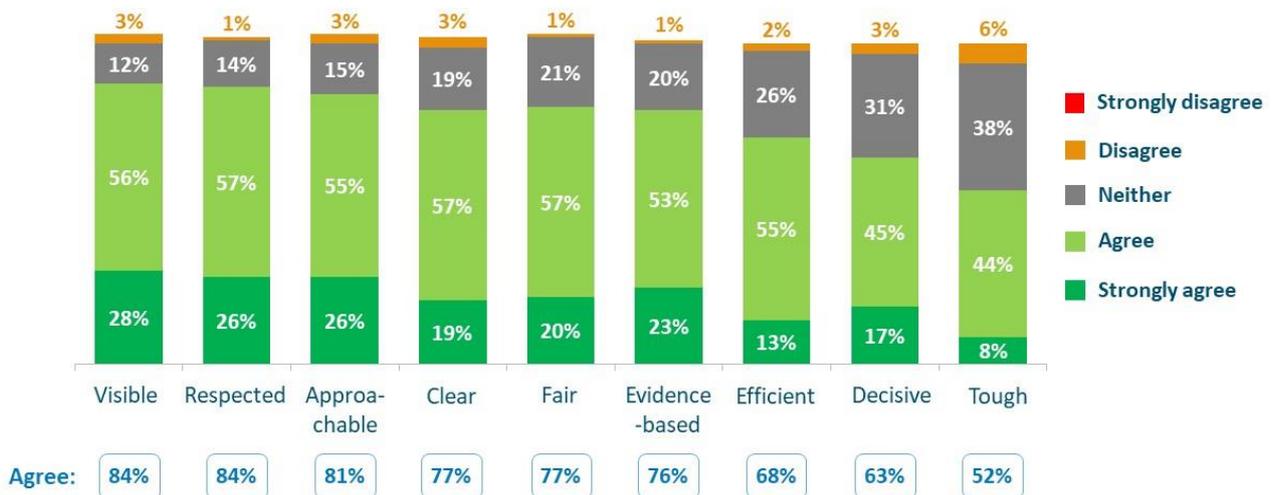
Table 4.11.4 Awareness of TCFD and uptake of recommended disclosures

	Local Government schemes
<i>Base: All Local Government schemes</i>	93
Aware of TCFD	83%
– Scheme makes disclosures as recommended by the TCFD	22%
– Scheme does not make disclosures as recommended by the TCFD	57%
– Don't know	4%
Not aware of TCFD	17%

4.12 Perceptions of TPR

When asked for their perceptions of TPR, schemes were most likely to agree that it was visible (84%), respected (84%) and approachable (81%). They were least likely to agree that it was tough (52%). Few schemes actively disagreed with each of the descriptors of TPR.

Figure 4.12.1 Perceptions of TPR



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 1-5%, 0-1%)

There was little difference in these results between Firefighters', Local Government and Police schemes, but 'Other' schemes had the most positive perception of TPR. All of these schemes (100%) agreed that TPR was respected, approachable, clear, fair, evidence-based, efficient and decisive and 91% agreed that it was visible. However, 'Other' schemes were less likely than other scheme types to see TPR as tough (36%).

There were increases since 2019 in the proportion seeing TPR as fair (+11 percentage points), clear (+7 percentage points), approachable (+5 percentage points) and evidence-based (+5 percentage points).

Table 4.12.1 Proportion of schemes agreeing with descriptors of TPR – Time series

	Visible	Respected	Approachable	Clear	Fair
PSPS Survey 2020-21	84%	84%	81%	77%	77%
PSPS Survey 2019	84%	84%	76%	70%	66%
PSPS Survey 2018	89%	78%	73%	70%	66%
	Evidence-based	Efficient	Decisive	Tough	
PSPS Survey 2020-21	76%	68%	63%	52%	
PSPS Survey 2019	71%	64%	61%	56%	
PSPS Survey 2018	67%	60%	53%	55%	

Schemes were also asked how effective they believed TPR to be at improving standards of governance and administration in public service pension schemes. Overall, 87% judged TPR to be effective, with 32% describing it as very effective. Every 'Other' scheme rated TPR as either very or fairly effective in this regard.

Figure 4.12.2 Perceptions of TPR’s effectiveness at improving standards of governance and administration in public service pension schemes



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 4%, 0%), Other (11, 0%, 0%), Firefighters (47, 9%, 0%), Local Govt (93, 2%, 0%), Police (42, 2%, 0%)

While the overall proportion rating TPR as effective was unchanged since 2019, there was an increase among Local Government schemes (+5 percentage points) and a decrease among Police schemes (-10 percentage points).

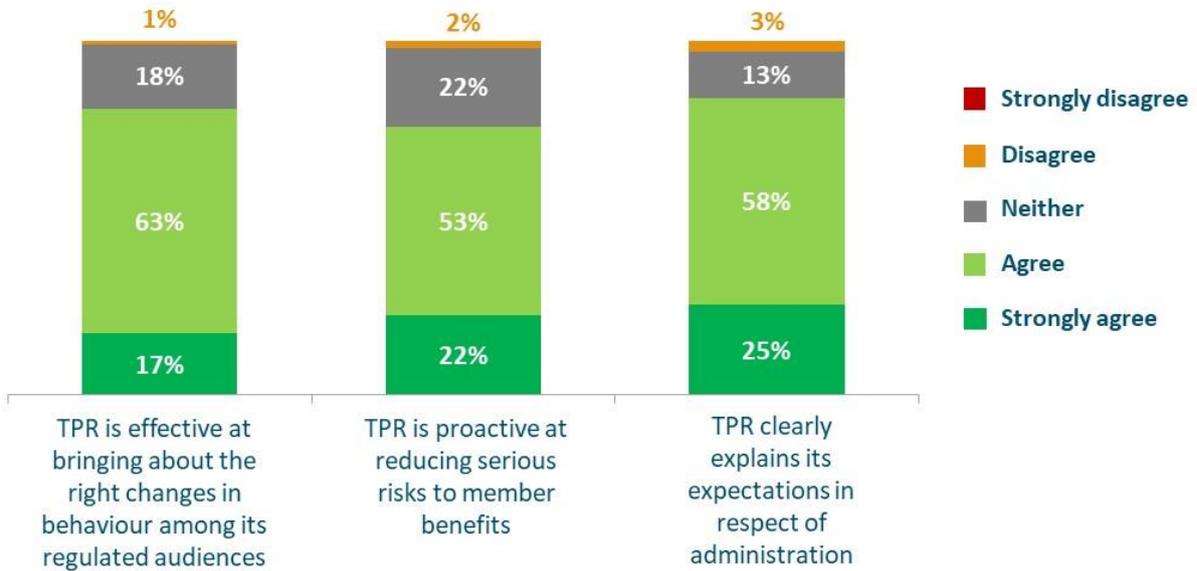
Table 4.12.2 Proportion of schemes rating TPR as very or fairly effective effectiveness at improving standards of governance and administration in public service pension schemes – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
PSPS Survey 2020-21	87%	100%	89%	87%	83%
PSPS Survey 2019	87%	100%	88%	82%	93%
PSPS Survey 2018	88%	100%	83%	89%	89%

Schemes were also asked the extent to which they agreed with three statements about TPR. As summarised in Figure 4.12.3, 84% agreed that TPR clearly explains its expectations in respect of administration, 79% agreed that it is effective at bringing about the right changes in behaviour among its regulated audiences, and 75% agreed that it is proactive at reducing serious risks to member benefits.

Most of the remainder neither agreed nor disagreed, with few schemes actively disagreeing with these statements (1-3%).

Figure 4.12.3 Other perceptions of TPR



All respondents (Base, Don't know, Did not answer question) - Schemes (193, 0-3%, 0-1%)

Table 4.12.3 shows the proportion of each scheme type agreeing with these statements, along with comparisons to the 2019 survey results (where available).

Table 4.12.3 Proportion agreeing with other statements about TPR – Time series

	Total schemes	Scheme Type			
		Other	Firefighters	Local Govt	Police
TPR is effective at bringing about the right changes in behaviour among its regulated audiences					
PSPS Survey 2020-21	79%	100%	70%	78%	86%
PSPS Survey 2019	77%	91%	71%	72%	89%
TPR is proactive at reducing serious risks to member benefits					
PSPS Survey 2020-21	75%	82%	68%	72%	86%
PSPS Survey 2019	74%	91%	65%	68%	91%
TPR clearly explains its expectations in respect of administration					
PSPS Survey 2020-21	84%	100%	85%	80%	88%
PSPS Survey 2019	-	-	-	-	-

Every 'Other' scheme agreed that TPR was effective at bringing about the right changes in behaviour and clearly explained its administration expectations.

The overall results were similar to those seen in 2019, and the only changes at a scheme type level were an increase in the proportion of 'Other' and Local

Government schemes that felt TPR was effective at bringing about the right changes in behaviour (+9 and +6 percentage points respectively) and a decrease in the proportion of 'Other' schemes that believed TPR was proactive at reducing serious risks to member benefits (-9 percentage points).

DEVON & SOMERSET FIRE & RESCUE AUTHORITY

LOCAL PENSIONS BOARD

DATE OF MEETING	15 September 2021
SUBJECT OF REPORT	TOPICS OF INTEREST AND BOARD TRAINING
REPORT AUTHOR	Director of Governance & Digital Services
EXECUTIVE SUMMARY	<p>Earlier in the year, the [then] members of the Local Pension Board (the Board) completed a self-assessment of their knowledge levels to identify potential training needs. This information was used to identify various potential areas for joint development activity to be delivered as “Topics of Interest” at future meetings.</p> <p>The Topics of Interest initially identified for this (September 2021) meeting related to record keeping (as supported by the “Maintaining Accurate Member Data” course in the Public Service toolkit - www.pensionseducationportal.com).</p> <p>Delivery of topics of interest is, however, dependent on securing appropriate external support (for example, from the Local Government Association - LGA). The LGA has recently indicated, however, that as a result of certain internal issues (movement of staff; focus on age discrimination remedy work) it is currently unable to support bespoke training. Additionally, it is recognised that the Board now has three new members (two Scheme Manager representatives; one Scheme Member representative) who may not have had the opportunity to date to undertake the requisite e-learning modules on the Pension Regulators website.</p> <p>Consequently, it is proposed to defer the Topics of Interest initially proposed for this meeting to the December 2021 Board meeting. Similarly, the Topics of Interest proposed for the December 2021 meeting (around resolving disputes) will be deferred to the March 2022 meeting.</p> <p>In the meantime, it is likely that a further training needs analysis will be undertaken to inform both Topics of Interest and training sessions for the remainder of 2022.</p>

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Devon and Somerset Fire and Rescue Authority - Local Pension Board Work Programme 2020 - 2022 v1.02

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	16-Mar-22	22-Jun-22	14-Sep-22	07-Dec-22
Administration	Confirmation website up to date	Y				X	X	X	X	X	X	X	X	X	X	X	X	X
Administration	Correspondence	Y	X	X	X	X	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	X	X	X	X
Risk and Assurance	KPIs	Y	X	X	X	X	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	X	X	X	X
Risk and Assurance	Risk Register	Y	X			X	X	X	X	X	X	X	X	X	X	X	X	X
Training	Training Log	Y	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Administration	ABS Feedback					X			X				X				X	
Administration	WYPF attendance at LPB meeting					X		X	X		X		X		X		X	
Governance	Annual Report							X				X				X		
Governance	Appointments to the Board		X				X				X				X			
Governance	LPB Work Plan				X			X				X				X		
Governance	Review of Breaches		X															
Governance	Review ToR						X				X				X			
Governance	Roles and Responsibilities				X		X				X				X			
Governance	TPR Annual Survey Results											2019	2020					2021
Governance	TPR Annual Survey Return						X				25/02/21				2021			
Risk and Assurance	Annual review of internal controls						X				X				X			
Risk and Assurance	LPB Audit Report		X															
Risk and Assurance	TPR Self Assessment		X		X			12/06/20			29/01/21				X			
Training	Annual Training Needs Analysis					X					05/03/21				X			
Training	Induction for new members					X			X				X				X	

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