Item

Title: Surrey/Sussex Police – Joint Pension Board (Officer)
Date: 2nd February 2022 at 1pm
Location: Microsoft Teams
Chair: Iain McCulloch
Protective Marking: Official

Surrey & Sussex Board Members:

Kelvin Menon (KM), CFO Surrey OPCC

Iain McCulloch (IM), CFO Sussex OPCC

Danielle Mead (DMD), Surrey Federation

Daren Egan (DE), Sussex Federation,

Tom Budd (TB), Superintendent's Association – Surrey Police

Miles Ockwell (MO), Superintendent's Association, Sussex Police

Tony Suter (TS), Scheme Member Representative – Surrey NARPO

Graham Bradley (GB), Scheme Member Representative – Sussex NARPO

Peter Gillett (PG), Executive Director of Commercial and Financial Services for Surrey & Sussex Police

Daisanne Summersfield (DS), Head of Shared Business Services for Surrey & Sussex Police

Adrian Rutherford (AR), Head of Employee Services for Surrey & Sussex Police

Carwyn Hughes, Head of Digital, Data & Technology for Surrey & Sussex Police

Advisors: Cassidy Gillett (CG), Johanna Langley (JL) Isobel Tait (IT) & Louise Monk (LM) – Surrey/Sussex Police

Guests:

CC Gavin Stephens (GS), Scheme Manager for Surrey Police

CC Jo Shiner (JS), Scheme Manager for Sussex Police

Mark Chapman (MC), Equinity

Minutes: Rachel Lupanko (RL), Office Manager, OPCC

ITEM	NOTES	ACTIONS / OWNER
1	**Welcomes, Apologies & Conflicts of Interest:** The Chair welcomed everyone to the meeting, thanked them for joining and the meeting was declared quorate. The Chair also welcomed Clair Alcock from the NPCC to the meeting and informed the Board that Clair had kindly agreed to give a presentation to the Board under Item 6 which would be moved up the Agenda so that Clair could leave once she had completed her presentation if she wished. Apologies had been received prior to the meeting from Gavin Stephens, Jo Shiner and Carwyn Hughes who is replacing Dave Miller on the Board following Dave's retirement but Carwyn had been unable to attend this meeting. No conflicts of interest were declared.	

ITEM	NOTES	ACTIONS / OWNER
2	**Minutes / Action from Previous Meeting:** The minutes of the 10th November 2021 Joint Pension Board we checked and apart from one small typo found to be a true reflection of the meeting and were approved by the Board. **Joint Pension Board Actions:** **Action JB 2021-04 – Pension Board Budget – DS has been liaising with Miranda, this in hand and paper will be provided for next Board meeting – OPEN** Action JB 2021-05 – Amend the Risk Register to reflect the comments of the Board – Risk Register had been updated to show both a risk owner and risk manager and added two new risks, sustainability of the Pension Board and Pension Team - Closed **Action JB 2021-06: Pension Administrator -** To consider how repeat contact about the same query can be picked up and measured as part of the KPI stats **– MC confirmed that calls had now been transitioned over to their Contact Centre which does allow for a wider range of reporting and this will be incorporated into the next quarterly report. – OPEN** Action JB 2021-07: Amend Work Plan re the Annual Report and Discretions Policy – Workplan updated see Item 8 of this Agenda – Closed Action JB 2021-15: Risk Register - 1.2 Update Risk Register to include concerns re the number of paper files still be scanned into the system – See item 4 of this Agenda - Closed Action JB 2021-16: Risk Register - 1.4 Review Scoring to better reflect concerns – Risk Register updated - Closed **Action JB 2021-17: Risk Register -** Write to SAB Chair to query the national opt out rates and raise the Boards concerns about at what point the opt out rates impact on the scheme funding, that new recruits can't afford living costs and to be able to pay into a pension. To ask what modelling the Treasury / Home Office has done around this and if the Pay Body have considered the affordability of deductions. **IM advised the Board he needed to review where he had got to with this inquiry. DS confirmed that she will follow this up with the Comms Team and that this was a work in progress - OPEN** **Action JB 2021-18: Discretions Policy -** Send a copy of the consultation document and timeline to the Board Members and included the Boards involvement in the discretions process into the policy**. This had not yet been done, CG will pick this up - OPEN** **Action JB 2021-19: Pension Remedy -** AR & DS to Link up re national communications and MW and JL to link up re local communications**. – it was confirmed that template letters have been shared with all forces and the letters are in the process of being sent out to affected individuals in each category, this process will be completed shortly as the 1st of April is a critical date for all individuals effected and we need to let them know they are impacted and with as much detail as we are able - OPEN**	**DS** **MC** **IM** **DS** **CG** **AR/DS/ MW/JL**

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2 Cont.	Action 2021-20: Work Plan – Evans & Ashcroft - Check to see if Equinity have received any direct requests. – MC confirmed that Equinity had received an individual contact; they had reviewed the case in question and following a review the determination was that there was no reduction in 2010 so there was no balance to redress. Equinity had done some further analysis and had come up with approx. 360 scheme members potentially in scope. It hard to believe only one member had made a claim, GB expressed his concern that there may be a communications issue. He felt he had had done his bit to raise awareness and confirmed he was happy to leave it where it is, so long as the pensions team acknowledged the sense of fairness in the outcome of the judgment and that members should be repaid if they are owed money. DS confirmed that she absolutely agreed and stated that she wanted to communicate to everyone, was talking with the new service provider on what piece of work that they can do in on communication in the future. Agreed we need to do something now and will be do something, this was why JL had got the numbers of affected scheme member who would be in scope from Equinity, but the how the when the why and the wherefores were still to be worked out and costed. The Board agreed that this is probably the biggest issue affecting scheme members particularly those that are within the immediate detriment category and are looking to make those life choices around retirement within next six months. They are desperately short of information to help them make an informed, decision. Members of the Board appreciated the National situation and that we are waiting for updates from the Government but with the last communication withdrawing the advice to the forces on how to progress immediate detriment and signposted members back to either the Staff Associations or AAP who don't have any more information to give. It was confirmed that the Pension Team are working on amending one of the template letters that came out last week from the NPCC, this template letter will then be shared with the Board Members for their view – Closed	
	Action 2021-21: Work Plan – Evans & Ashcroft - To review workload and feed back to Board Members with a proposal and rationale, **still a work in progress - OPEN**	**DS**
	Action 2022-01 – Template letter – Copy of the template letter to be sent to Scheme Members who have been identified as being potentially in scope to be shared with the Board for their information and comment before being sent out to Scheme Members - OPEN	**DS/CG**

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	Sussex Outstanding Actions:	
	Action PPB/007/2020-7 – GMP Reconciliation – MC confirmed he now has the data reports and will send them across to JL – To be added to the next agenda - OPEN	**MC** **RL**
	Action PPB/008/2020-1 - Call back service – Contact has now moved over to Central Contact Centre who provide 24/7 cover – Closed	
	Action PPB/008/2020-2 – Pop up Survey – MC stated that this had not yet moved forwards, he has been concentrating on the functionality of the portal, the release of the functionality and the messaging surrounding this, once this is done this is the next item on the list and he will be reviewing the list with the Pensions Team - OPEN	**MC**
	Action PPB/008/2020-3 – Further functionality of the Portal – GB felt this action was not for him and would like this corrected – agreed. It had arisen out of request to have survivor benefits added to the portal at the start of the pandemic, but this could now move into the background as a nice to have, not a necessity – MC confirmed this is on the list that he will be reviewing with the Pensions Team - Closed	
	Action PPB/008/2020-7 – Opt Outs – Agreed discharged, this is now an item on the Agenda - Closed	
	Action PPB/008/2020-9 – Contractual Obligations – All in hand - Closed	
	Action PPB/009/2021-4 – Intranet update re Web portal – Complete – Closed	
6	**Pension Remedy:** The Chair thanked CA for agreeing to give a presentation to the Board. CA confirmed that her background was in policing and police pensions. The presentation was to address unknows that had grown up around the Pension Remedy. The Board thanked CA for her clear presentation which they had found very useful. CA confirmed that her presentation would be sent to the Board and could be shared with colleagues The Board thanked CA for her clear presentation which they had found very informative. CA confirmed that her presentation would be sent to the Board and could be shared with colleagues	
3	**Report on Scheme Members:** The Board were informed that this report is not yet available as it forms part of a larger project which is looking at the opt out rates by age, gender, length of service and linking in with the survey results on what had made them opt out in the first place. The survey is currently being drafted wand work is ongoing with Comms to get the message out.	
	Action 2022-02 – Data analysis on Opt out rates to be shared with the Board once it becomes available.	**MQ**

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4	**Risk and Issue Register:** The Risk Register was reviewed, the concerns raised at the last meeting had been incorporated into the Risk Register and no changes were made at this meeting.	
5	**Pension Administrator Summary:** MC apologised that the quarterly report had not been produced in time for the meeting, there had been problems running the data extracts as they had moved to an integrated work management system and were having difficulty extracting the data they needed for the report. There were concerns raised at the last meeting over the KPI scores and the number of held over items, MC confirmed that these figures would comparable to the last quarterly report but would be back within target in the next report as they now had more people on the team and more structure to the service they were able to provide. The Chair sated it was disappointing to not to have the report provided in time for the meeting. **Action 2022-03: Equinity Quarter 4 Report to be distributed to the Board as soon as it is available** MC confirmed he is moving on to a new role within Equinity and was thanked by the Board for his contribution and wished good luck in his new role. It was confirmed that BR will be returning as the Relationship Manager for Surrey and Sussex taking over from JK and BR will introduce Adam Holt, the new Relationship Manager who is taking over from MC at the next meeting. The Board voiced concerns over the change in personnel, MC confirmed he would still be around so it would be a close and well managed transition. GB raised that the NARPO contributions had not been deducted from the February pension payments, the same problem had occurred last year but thought it had been resolved. MC agreed to take this away and look into the matter. There had been one complaint raised in the last quarter, MC confirmed this was in particular complaint was in hand and they were going to do a review of a sample of similar cases to make sure not of those had been effected.	**MC**
7	**Review of Reported Breaches for Surrey and Sussex:** No Breaches had been reported in this quarter for Surrey or Sussex.	
8	**Work Plan:** The Work Plan had been updated in line with the Boards comments at the last meeting and the GMP reconciliation immediate detriment has been added. More clarity was requested on the comment re awaiting further guidance for public sector schemes. **Action 2022-04: To add more clarity around 'further guidance re public sector schemes' re expectations, timescales etc.**	
9	**Pension Board Training:** The Board noted the report.	

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10	**Ill Health Retirement & Injury Award Update:** The Board felt that the reports received in their current format did not give them an overview of how long the cases were taking to process etc. AR confirmed that he sat on the OCC Health Collaboration Board who had oversite of the actual process which should normally take about 12 months, due to delays in the NHS due to Covid, this period was likely to increase. It was confirmed that the Surrey Board had asked for these reports initially as they wished to understand if the number of people seeking ill health retirement had increased or decreased over a period of time but had never been able get information in a report form that covered this. It was agreed that as there was good governance over the process in both Surrey and Sussex the Board would only receive a report by exception and not keep it as a standard agenda item.	
12	**Any Other Business:** None.	
13	**Date of next meeting:** The date of the next meeting was confirmed as 24/08/2022 at 14:00.	
14	**Exclusion Notice:** The Chair read out the Exclusion Notice in full and thanked CA and MC for joining the meeting. The public part of the meeting closed at 13:30.	

The Chair thanked everyone for their attendance at the meeting,

Future meetings are planned for the following dates:

24/08/2022
23/11/2022
21/02/2023