

South West Regional Police Pensions Board

Thursday 3 March 2022 at 10:00am

Virtual meeting held via Microsoft Teams

Attendance

Ian Pollitt (Independent Chair)

Esther Lee (Minute Taker)

Member Representatives

Paul O'Brien (National Association of Retired Police Officers)*Non-voting attendee

Richard Wand (National Association of Retired Police Officers)

Jim Purkiss (Devon and Cornwall Federation)

Anthony Hart (Devon and Cornwall Supt Association)

Employer Representatives

Jane Heppel (Gloucestershire)

Sarah Holbrook (Wiltshire)

Nick Adams (Avon and Somerset)

Tim Newman (Dorset)

Richard Hicks (Professional Advisor, Devon and Cornwall & Dorset)

Guests

Paul Mudd (XPS) (for 01/22/11b only)

Emma Davies (Peninsula) (for 01/22/11a only)

Apologies

Jon Stratford (CPOSA Rep)

Tony Henley (Avon and Somerset Federation)

Clive Barker (Wiltshire, Employer rep)

Sandy Goscomb (Devon and Cornwall)

01/22/01 Introductions and Apologies, Declarations Conflict of Interest, [FOIA open]

Ian Pollitt welcomed members, confirming the group was quorate.

Ian Pollitt explained the declarations process and confirmed that no conflict of interest declarations had been received.

01/22/02 Minutes from the last meeting held on 2 December 2021 [FOIA Open]

The draft minutes from the meeting held on 2 December 2021 were agreed as a true and accurate record.

01/22/03 Action Log [FOIA open]

The Chair presented the action log, highlighting the following updates:

- a. **Action 129 - The Pension Regulator - TPR Survey (previous reference 01/21/06, 04/21/41a)**
Action closed by the chair

Official

b. Action 136 – Succession Planning (previous reference 02/21/16 and 03/21/26c 04/21/41b)

Esther Lee provided an update on the activity undertaken to identify members of the Board who needed to go through the 3 year re-elect process. A new tab had been created on the Action Log spreadsheet to ensure future re-elects could be managed effectively as part of the succession planning requirement. Further activity would be undertaken by Ian Pollitt and Richard Hicks to re-elect Board members and complete the succession plan.

Action to remain open

c. Action 141 - Update from Chair - Proactive approach to reducing Opt Out Figures (previous reference 02/21/23 and 03/21/26g 04/21/41c)

Action closed by the chair

d. Action 145 - Communication (style/content) to pensioners/members (previous reference 03/21/32)

The standard letters had been reviewed and considered appropriate and reasonable. As the action came from NARPO, Sarah Holbrook confirmed she would provide the relevant updates.

Action closed

e. Action 146 - Regional Pension Scheme Administration - Peninsula GMP reconciliation [FOIA closed s43] (previous reference 03/21/35a, 04/21/41d)

Action closed

f. Action 151- D&C Pensions in Payments – audit/review [FOIA open] (previous minutes 04/21/46)

Action to be carried over for a further final update at the next meeting of the Board.

Action carried over

g. Action 152 - GMP Reconciliation - Peninsula timescales [FOIA open] (previous minutes 04/21/47a)

Action closed

h. Action 153 - New Starter Video - Peninsula Pensions [FOIA Open] (previous minutes ref 04/21/47a)

The new starter video had been viewed and was published on the Peninsula Pension site and had been shared with members.

Action closed

i. Action 154 – Self Service Activation letters [FOIA open] (previous minute ref 04/21/47b)

The Board recognised that as a comparison against national figures, the region had a good take up on the self-service portals. Both Forces and the Federation continued to encourage take up and therefore no further action would be taken.

Action closed

j. Action 155 - Abandoned Call and Scheme Pay records (XPS) [FOIA Closed s.43] (previous minute ref 04/21/47b)

Richard Hicks confirmed the matter had been discussed at the technical group and data was tracked with no significant concerns to raise. Constant communication between XPS and Richard Hicks continued and would pick up any anomalies moving forward.

Action closed

01/22/04 Training / Knowledge of Board Members [FOIA Open]

No new training subjects had been identified for members to complete. The Board were however reminded they must complete all mandatory training as outlined by modules on the Pension Regulator site.

Esther Lee showed the Board the newly created tabs (Training and Useful links) on the Action Log which provided members with their training record information and asked that any amendments or additions were shared with her prior to the next meeting.

For action by: All members

01/22/05 The Pension Regulator [FOIA Open]

Standard engagement continued with the Regulator, one McCloud linked complaint had been received but not elevated to appeal. The Federation were thanked for their help in getting effective McCloud messaging out to officers.

01/22/06 Pension Compliance and Performance Group [FOIA Open]

Richard Hicks provided a verbal update to the Board confirming that some developmental work was ongoing, such as payment authorisation and contract discussions as well as the usual holding to account of the Pension Administrators.

Sarah Holbrook raised Widows Benefits as a concern. The beneficiary tab on the XPS self-service site showed no information, causing a high number of enquiries from members.

The Board were informed that NARPO were aware, and information was going out in a national publication suggesting members should contact their Pension Administrators to check their information was correctly recorded.

Paul Mudd from XPS had been contacted and was looking to create a holding statement explaining the position and the fact that in essence the information was held on the record and would be calculated on their death however it did not show on the self-service portal. It was hoped the messaging would alleviate concerns and quell the amount of correspondence into the Administrators.

01/22/07 McCloud Pension Remedy – [FOIA closed s.43 Legal Professional Privilege]

Sandy Goscomb provided a written update in her absence which was presented by the chair.

01/22/08 Devon and Cornwall Police Pensions in Payment – Audit [FOIA s.22 information intended for future publication]

Official

Richard Hicks provided a verbal update

01/22/09 Review of Risk Register [FOIA Open]

No specific concerns were raised by the Board with acceptance McCloud Remedy and Cyber Attacks remained red.

Anthony Hart left the meeting
Jane Heppel re-joined the meeting

Nick Adams confirmed to the Board that he had previously updated the Board regarding Peninsula Pensions Cyber activity and was reassured the appropriate procedures and security measures were in place. Richard Hicks confirmed he had received similar data and assurances from XPS.

The Board agreed

1. The Cyber Attack risk should be recorded a 3x3=9 thus reducing it to amber as sufficient evidence had been received from XPS and Peninsula in relation to their mitigating activity.

Richard Hicks to update the risk register to show Cyber Attack as 3x3=9 – Amber

For action by: Richard Hicks

Action discharged

01/22/10 Formal Complaints [FOIA open]

No significant issues, overall trends or concerns were raised to the Board.

NARPO had written to Peninsula requesting an update to the Self-Service site in respect of the RDIP process, which had been completed.

The Board broke for refreshments

01/22/11 Regional Pension Scheme Administration - Performance [FOIA closed s43 Commercial Interests]

A brief discussion was held regarding the content of the two Scheme Administrators quarterly reports and were broadly recognised as positive.

- a. Peninsula quarterly performance report
- b. XPS quarterly performance report

01/22/12 Updates from the Chair and matters raised by the Board for discussion [FOIA open]

Ian Pollitt provided the Board with two updates:

Official

- Pensions Dashboards had been mentioned in recent Remedy meetings and would provide individuals the ability to view any pensions they hold, across multiple employers. The Police service would also be included within the dashboard activity, with an expectation of activity to migrate from April 2023.
- Discussion had been held with Met Friendly and Police Money Matters, as both organisations had in the past undertaken seminars and presentations to officers near to retirement. They were also talking with new officers and encouraging them to join the police pension scheme. The Chair was continuing to discuss opportunities for these organisations to assist the Forces in encouraging new members to join the scheme.

Esther Lee provided members with details of actions from the meeting.

Paul O'Brian announced he was retiring from the Board and this would be his last meeting. Thanks were given by the Board for all his work and contribution to the Board's success.

There being no further items for discussion the meeting closed at 12:18pm

Date, Time and Location of Next Meeting

9 June 2022 with the expectation of meeting in person, alongside an opportunity to join remotely.