

South West Regional Police Pensions Board

Thursday 29 June 2023 at 10:00am

Virtual meeting held via Microsoft Teams

Attendance

Ian Pollitt (Independent Chair)

Carrie Chapman (Minute Taker)

Member Representatives

Jim Purkiss (Devon and Cornwall Federation)

Ian Thompson (Devon and Cornwall Superintendents Association)

Tony Henley (Avon and Somerset Federation)
Richard Wand (National Association of Retired Police Officers)

Employer Representatives

Richard Hicks (Professional Advisor)
Sandy Goscomb (Devon and Cornwall)
Sarah Holbrook (Wiltshire) (rep for Clive Barker)
Neal Butterworth (Dorset)

Lisa Adams (Senior Accountant, Gloucestershire) (rep for Neil Chamberlain)
Claire Hargreaves (Avon and Somerset) (rep for Nick Adams)

Guests

Paul Mudd (XPS) (for 02/23/22a only)
Graeme Hall (XPS) (for 02/23/21a only)
Emma Sanders (Peninsula) (for 02/23/21b only)
Clair Alcock (Head of Pensions NPCC) (for 02/23/21b and 02/23/21c only)

Shirley Cuthbert (Peninsula) (for 02/23/21b and 02/23/22b only)
Tracey Luxton (Peninsula) (for 02/23/21b only)
Laura Harrison (Human Resources Officer, Devon and Cornwall) (for 02/23/21a, b, c only)

Apologies

Nick Adams (Avon and Somerset)
Antony Hart (Devon and Cornwall Superintendents Association)
Paul Mills (CPOSA Rep)

Clive Barker (Wiltshire, Employer rep)
Nikki Watson (CPOSA Rep, DCC Avon and Somerset)

02/23/13 Introductions and Apologies, Declarations of Conflict of Interest [FOIA Open]

The Chair welcomed Board members and noted apologies. Members were reminded to complete the relevant training for participation in the Board.

There were no declarations of conflict of interest made at the meeting.

02/23/14 Minutes from the last meeting [FOIA Open]

The draft minutes from the meeting held on 2 March 2023 were agreed as a true and accurate record.

02/23/15 Action Log [FOIA Open unless exemptions below]

Official

The Chair presented the Action Log, highlighting the following updates:

- a. **Action 174 Training/ Knowledge of Board Members – training review (previous minute reference 01/23/04)**
The training records were up to date and members were reminded to add the details of any training undertaken to the training record via Specialist Support Hub.
Action closed.
- b. **Action 175 Training/ Knowledge of Board Members – Code of Ethics (previous minute reference 01/23/04)**
The Police Code of Ethics applied and members were required to follow the Seven Principles of Public Life, which would be reflected in the updated Terms of Reference. The Seven Principles of Public Life were Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
Action closed.
- c. **Action 176 McCloud Pension Remedy (previous minute reference 01/23/07) [FOIA Closed s.43 Legal Professional Privilege]**
- d. **Action 177 Review of Risk Register (previous minute reference 01/23/08)**
The Risk Register had been reviewed and no changes had been made. The Pensions Regulator had been consulted regarding any edits needed. A shared Risk Register was being created for the Metropolitan Police which would be used for the South West as well.
Action closed.
- e. **Action 178 Formal Complaints (previous minute reference 01/23/09)**
Relevant information had been received.
Action closed.
- f. **Action 179 Updates from the Chair and matters raised by the Board for discussion (previous minute reference 01/23/10)**
Members were informed forces would need to collect additional contributions to allow historical part time pay to be pensioned. An update had been circulated to Federations however further communications to members were required for clarity.
Action closed.
- g. **Action 180 Regional Pension Scheme Administration – Performance – XPS Quarterly Performance Report – presentation (previous minute reference 01/23/12a) [FOIA closed s.43 Commercial Interests]**
- h. **Action 181 Regional Pension Scheme Administration – Performance – XPS Quarterly Performance Report – opt out rates (previous minute reference 01/23/12a) [FOIA Closed s.43 Commercial Interests]**
- i. **Action 182 Regional Pension Scheme Administration – Performance – Peninsula Quarterly Performance Report – links (previous minute reference 01/23/12a) [FOIA Closed s.43 Commercial Interests]**
- j. **Action 183 Regional Pension Scheme Administration – Performance – Peninsula Quarterly Performance Report – presentation (previous minute reference 01/23/12a) [FOIA Closed s.43 Commercial Interests]**

k. Action 184 Regional Pension Scheme Administration – Performance – Peninsula Quarterly Performance Report – NPCC questionnaire (previous minute reference 01/23/12a) [FOIA Closed s.43 Commercial Interests]

02/23/16 Board Members Training [FOIA Open]

The training schedule was up to date and Richard Hicks would circulate the link for required training modules to relevant members.

For action by: Richard Hicks

02/23/17 The Pensions Regulator Updates [FOIA Open]

Richard Hicks made members aware that there were no updates regarding the Pensions Regulator, however continued focus was being given to complaints received to ensure they were managed well.

02/23/18 Pensions Compliance and Performance Group [FOIA open unless exemptions below]

Richard Hicks provided members with an update following the last meeting of the Pensions Compliance and Performance Group on 15 May 2023 and raised the following key points:

- The South West maintained a higher number of active members than the National average, however there were concerns that members may not be aware to check their online account to access Annual Benefit Statements (ABS) and the Board were asked to reinforce messaging to utilise online accounts. Further concerns were raised regarding communication of Remedy and the Board discussed wider communication options.
- An auto-enrolment exercise would be carried out on 1 July 2023.
- Key performance indicators (KPIs) for administrators remained high.
- A record of received phone calls from members to the XPS call centre would be kept, and would be available to individual members upon request.
- Lifetime Allowance Changes (LTA) had been discussed.
- [FOIA Closed s.43]

02/23/19 Formal Complaints [FOIA Open]

Richard Hicks informed members there were no trends to be aware of.

The Board broke for refreshments at 10.48am, reconvening at 11.00am, and Laura Harrison and Graeme Hall joined the meeting. Ian Pollitt left the meeting and Richard Hicks took position as Chair.

02/23/20 Remedy Update [FOIA Closed s.22 Information Intended for Future Publication]

02/23/21 Regional Pension Scheme Administrators [FOIA Open unless exemptions below]

a. XPS

Paul Mudd presented the XPS Performance Delivery Report for quarter four, which ran from January 2023 to March 2023. The report outlined progress made over the quarter, with the following key points raised during discussion:

- The contact centre had been received positively and recruitment into the centre was ongoing.
- Focus remained on Business as Usual (BAU) pension administration and it was anticipated increased assistance in BAU following further recruitment. The ambition was to achieve 100% satisfaction for customers.
- **[FOIA Closed s.22]**
- Benefits statements could be requested from 1 October 2023, and it was noted the ongoing Remedy work had impacted key performance indicators (KPIs), which were being monitored.
- **[FOIA Closed s.22]**
- **[FOIA Closed s.22]**
- Guaranteed minimum pension (GMP) reconciliation work was being conducted monthly and the results were available. Forces would be contacted for decisions regarding management of under and over payments.
- Members requested opt out figures were included for the self-service portal on future reports.

The Board thanked Paul Mudd for his update and he left the meeting. Shirley Cuthbert re-joined the meeting.

b. Peninsula

Shirley Cuthbert presented the Peninsula Pensions Performance Report which provided an overview of performance, with the following key points raised:

- **[FOIA Closed s.22]**
- A new BAU manager was in post and business was proceeding well.
- Members requested opt out figures were included for the self-service portal on future reports, and Peninsula would report any delays in obtaining figures to the 7 September 2023 Board.
- The Board noted the report referenced fire fighters, however the figures did reflect policing.
- Testing of web links in the self service areas was ongoing to ensure they were correct.

The Board thanked Shirley Cuthbert for her update and she left the meeting.

02/23/22 Update from Chair [FOIA Open unless exemptions below]

The Chair made members aware of a recent visit to Hendon Police College and had subsequently written a paper for the Commissioner. Scheme sanction charges had been raised with the Home Office who had advised the cost should be covered by the forces.

Carrie Chapman provided members with details of summarised actions from the meeting.

Official

There being no further items for discussion the meeting closed at 1.40pm.

Date, Time and Location of Next Meeting

Thursday 7 September 2023 commencing at 10.00am with the expectation of meeting in person (venue to be advised), alongside an opportunity to join remotely.