



Sussex Police Pension Board MINUTES

5th September 2018 at 10.30am

Meeting Room 1, Malling House, Police HQ Lewes

ATTENDANCE DETAILS

Attendee	Role	Attendance
Board Members		
Iain McCulloch (IM)	Chair	Present
Matt Webb (MW)	Member Representative - Police Federation (Deputy Chair)	Present
Bill Davis (BD)	Employer Representative	Present
Daisanne Summersfield (DS)	Employer Representative	Present
Ian Clarke (IC)	Employer Representative	Present
D/Supt Carwyn Hughes (CH)	Member Representative - Superintendents Association	Apologies
Graham Bradley (GB)	Member Representative - North Sussex NARPO	Present
Board Advisers		
Jo Guy (JG)	Advisor - Finance Technical Lead Surry Police	Present
Peter Gillett (PG)	Advisor - CFO Sussex Police	Present
John Kakatsos (JK)	Equiniti	Present
Ben Read (BR)	Equiniti	Present
Minutes	Emma Chapman	

Part 1 - Open Session

1. Welcome

Introductions and apologies were provided as above. IMc confirmed that today's meeting is quorate. It was noted due to a change in role, Daisanne will be stepping down from the Board and that Ian Clarke would be attending as an employer representative in the interim.

IMc asked Board Members whether there were any conflicts of interest to declare. It was confirmed there were no items to declare.

2. Pension Transfer Update

John Kakatsos and Ben Read were welcomed to the Board representing Equiniti, which is the first meeting since the transfer of pension services took place from Capita to Equiniti.

An overview was provided of Equinti and a summary of the transition process to date. It was stated despite significant challenges, positive feedback has been received regarding service levels, which has been possible due to joined up partnership working in order to overcome the problems associated with the transfer.

Concerns were raised surrounding the personal records of members and how this was poorly managed by Capita. It was confirmed Equiniti have been working with Capita to ensure arrangements for all physical and computerised records are transferred appropriately and that it will be stored in a manner that is searchable in order to respond to future enquiries by members going forward. Past issues have led to members abandoning enquiries, particularly surrounding deferred pensions, due to being told that there was no record of their pension. This is particularly an issue with those who have deferred membership. It was stated a priority will be to ensure members have confidence in Equiniti and the service they provide moving forward.

Problems continue with member information not being updated, which is mainly due to members not updating their information held on them. This can therefore present difficulties making contact with them. Although work has taken place to release pro-active comms highlighting the importance of this to members, it is hoped the new self-serve web option will also make it easier to keep data current and up to date.

Action: It was agreed a risk relating to the potential loss of digital data for deferred records will be added to the risk register. Through governance of the Board this should be placed on the risk register and examples provided of how we are mitigating the issue.

Action: Equiniti to share a copy of their draft monitoring report with the Board prior to the next meeting. This will give the Board opportunity to provide feedback and allow for any possible amendments to be made before the final version is circulated in 6 weeks.

It was stated the key areas of focus for Equiniti will now be:

- To address any backlogs inherited from Capita and ensure business as usual needs are still met.
- To complete data analysis for the issuing of savings statements currently scheduled for 6th October.

Action: Progress updates will be provided over the coming weeks if it is likely this will not be achieved.

- The issuing of benefit statements on 7th December. It was noted this date has been extended from the original date of 31st August, due to Capita being unable to provide the necessary information which resulted in the statutory deadline unfortunately being missed.

Action: Relevant comms will be developed around benefit statements for members, in order to keep them informed of progress and timeframes.

- To continue developing member web self service, which is hoped will be ready for launch by the end of February next year. This will also involve an active comms programme to encourage members to sign up to the web page.

Action: A demo will be provided at the next Board of the member web services.

- Ensure the re-location of administration services currently provided by offices in London is transferred over to Equiniti's Crawley office from 3rd December, this is due to the lease ending on premises based in London. Providing a Centre of Excellence.

Part 2 - Closed Session

DS and BD were not present for this section of the meeting.

1. Minutes and Actions from the Previous Meeting

The minutes and actions from the meeting held on 31st May 2018 were reviewed and agreed. Please refer to the separate action log for full updates.

2. Board Member Training

Board member training was discussed. It was agreed JG would forward EC a template so that a record can be kept centrally of all member training completed.

3. Annual Report

Iain McCulloch summarised the draft annual report, which provides details of Board activities for the period 17th August 2017 to 31st May this year. It was highlighted the TOR has also been amended, which has been circulated to members today for approval. This has been revised to reflect proposed work for the forthcoming year. Details of which can be found in the Work Plan.

Action: All were invited to review the draft report and provide any suggested amendments/feedback to IMc.

Action: A separate session will be arranged to meet with the Chief in order to formally present and sign off the Annual Statement when finalised. Board Members will be invited to join where availability allows (11th September).

4. Pension Scheme - Regularity and Compliance

Jo Guy provided an update in relation to the above report, which was circulated prior to the meeting. Members provided feedback and JG agreed to amend accordingly. Consideration will also be given to linking the report with the Work Plan going forward, in order to create a single document.

5. Work Plan

The work plan was circulated which outlined tasks for the forthcoming year. It was stated the main areas of focus will be to ensure preparation is underway for the issuing of savings and benefits statements.

Action: It was agreed new actions detailed within the annual report will be incorporated into the work plan and any old actions removed. The updated version will be provided for the next meeting.

6. Risk Register

The register was circulated, which has been broken down into 4 key risk areas - operations, financial, funding and regulatory/compliance.

It was stated there are currently no high level risks to report. All agreed more focus is required to create a risk register which is fit for the purpose and needs of this meeting. GB stated he also has knowledge of risk management and is happy to assist where possible. It was also suggested JG contacts Kathy Wrathall who will be able to provide the relevant guidance to create the register.

Action: JG and GB to review and draft a new risk system and register for approval at the next meeting.

7. Consideration and Discussion of Actions in Advance of the Next Meeting in December

Consideration will be given to the current meeting cycle to ensure future Pension Board meeting dates fit in with the Equiniti reporting date cycle.

Action: It was agreed to defer December's meeting date to the end of January. JG will provide EC with Equiniti's reporting timetable.

8. AOB

MW provided details and discussion took place in relation to a case which has involved issues surrounding the reinstatement of a widow's pension. It was agreed in the absence of policy which states these payments should be made automatically, further consideration will be required outside of the meeting for a formal decision.

Those board members present agreed that in this particular case, payments should be reinstated to the individual concerned, subject to MW discussing with BD offline. Once this has taken place, MW agreed to update IMc with his response. Providing BD is in agreement, an application will need to be completed and forwarded to JG for processing the payments in advance to the next pension run for October.

9. Next Meeting

The next meeting arranged for 5th December, will be deferred to a date in January. This will be confirmed in due course.