

Isle of Wight Fire & Rescue Authority - Pensions Issues Log

	13-Jul-18	31-May-18	27-Mar-18	31-Jan-18	13-Nov-17	11-Sep-17	10-Jul-17	05-Jun-17	12-May-17	16-Nov-16
open issues	18	19	25	25	24	26	26	26	28	29
of which:										
RED	0	1	7	1	1	1	4	8	11	12
AMBER	9	9	9	11	9	10	11	10	10	7
GREEN	7	8	2	9	8	11	6	3	4	5
CLOSED	2	1	7	4	6	4	5	5	3	5
UNRANKED	0	0	0	0	0	0	0	0	0	0
	18	19	25	25	24	26	26	26	28	29

closed issues	44	43	36	32	26	22	17	12	9	4
---------------	----	----	----	----	----	----	----	----	---	---

Isle of Wight Fire & Rescue Authority - Pensions Issues Log
Updated 02 July 2018

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	previous status (May-18)	previous status (Mar-18)
3f	i	Mar-18	Policies have now been published on document library - need to publicise	As website has not yet been launched, need to raise awareness of firefighters and other staff within council of these new policies.	NEW issue at officer monitoring group: add article in next available Routine Notice - JMT to prepare for Nigel. UPDATE 10/11: Have been included on distribution of monthly Fire Routine Notice Briefing. This is the initial forum to communicate pensions issues with members. Need to determine communications plan, particularly in light of issues identified herein. UPDATE 09/01/2017: First pensions update included in Routine Notice dated 06 January 2017. Strategy to be determined. UPDATE 13/11/17: deemed to be of lower priority than some other issues, so deal with as time allows UPDATE 26/01/18: following conversation with chairman of Hants Fire Pension board, there may be some benefit in linking up the design and creation of a fire pensions website with them. to be followed up. Jo and Nigel to arrange visit with Hants Fire Pension Board and chair to discuss UPDATE 26/3: agreed at board meeting 23/3 that meeting with Hants chairman would be pursued. 29/3: emailed chair of Hants FPB to arrange meeting UPDATE 21/5: meeting scheduled for 1 June at Cowes Fire Station. Agenda to include comms strategy UPDATE 4/6: very positive meeting with Chairman of Hants FPB. Agreeable to us linking into their Fire Pensions website for technical information. UPDATE 2/7: TFM attending Hants Fire PB meeting on 5 July, papers have been received. Some very useful tips on communications included therein, so will use those in discussion with our board members to kick-start our communications strategy.	Jo Thistlewood Nigel Probert	30-Jun-18	AMBER	AMBER	AMBER
8	i	Sep-16	Communications - general	Formulate communications strategy. What should be communicated to whom and how. Consideration of a newsletter for FFPS Members to be made accessible via Fire Website with perhaps a note attached to ABS's advising them to monitor the website for Pension information	UPDATE 10/11: Once policies and other documentation has been updated, develop new website with ICT UPDATE 09/01/2017: no progress, determined by other issues above UPDATE 20/3/17: No further progress. Will need to be factored into ICT work plan but not a priority development at this point in time due to other corporate priorities and activities for digital transformation. Need to determine what is required for communication to members. Considered that a starting point could be to publish MC's document that explains scheme provisions. Suggested reviewing Shropshire and West Sussex websites. UPDATE 05/06/2017: determine who maintains the current fire operational website (Comms team?) get additional tab on that page and add in MC's document as above, and policies as they are produced/agreed. UPDATE 06/07/2017: JMT to meet with Helen Wheller 7/7 to talk about getting additional tab added to fire operational website re pensions. Matt to then provide copies of documents to be uploaded (ABS supporting paper, decision trees etc.) UPDATE 21/08/2017: discussed with Helen Davies - in principle easy to set up. Just need to find time to do it. UPDATE 13/11/17: no further progress UPDATE 26/01/18: following conversation with chairman of Hants Fire Pension board, there may be some benefit in linking up the design and creation of a fire pensions website with them. to be followed up. Jo and Nigel to arrange visit with Hants Fire Pension Board and chair to discuss 29/3 emailed chair of Hants FPB to suggest dates for meeting UPDATE 21/5: meeting scheduled for 1 June at Cowes Fire Station UPDATE 4/6: very positive meeting with Chairman of Hants FPB. Agreeable to us linking into their Fire Pensions website for technical information.	see below	see below	AMBER	AMBER	RED
8a	i	Sep-16	Fire Pensions website to be created/maintained	Currently no easy source of reference for fire pension scheme members on council's website	UPDATE 10/11: Once policies and other documentation has been updated, develop new website with ICT UPDATE 09/01/2017: no progress, determined by other issues above UPDATE 20/3/17: No further progress. Will need to be factored into ICT work plan but not a priority development at this point in time due to other corporate priorities and activities for digital transformation. Need to determine what is required for communication to members. Considered that a starting point could be to publish MC's document that explains scheme provisions. Suggested reviewing Shropshire and West Sussex websites. UPDATE 05/06/2017: determine who maintains the current fire operational website (Comms team?) get additional tab on that page and add in MC's document as above, and policies as they are produced/agreed. UPDATE 06/07/2017: JMT to meet with Helen Wheller 7/7 to talk about getting additional tab added to fire operational website re pensions. Matt to then provide copies of documents to be uploaded (ABS supporting paper, decision trees etc.) UPDATE 21/08/2017: discussed with Helen Davies - in principle easy to set up. Just need to find time to do it. UPDATE 13/11/17: no further progress UPDATE 26/01/18: following conversation with chairman of Hants Fire Pension board, there may be some benefit in linking up the design and creation of a fire pensions website with them. to be followed up. Jo and Nigel to arrange visit with Hants Fire Pension Board and chair to discuss 29/3 emailed chair of Hants FPB to suggest dates for meeting UPDATE 21/5: meeting scheduled for 1 June at Cowes Fire Station UPDATE 4/6: very positive meeting with Chairman of Hants FPB. Agreeable to us linking into their Fire Pensions website for technical information.	Jo Thistlewood Nigel Probert	31-Mar-18 30-Jun-18	GREEN	GREEN	RED

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	previous status (May-18)	previous status (Mar-18)
8b	I	Sep-16	Communications to non-members	Target communications to non-members of the pension scheme as part of a wider communication strategy.	<p>UPDATE 10/11: Once policies and other documentation has been updated, develop new website with ICT</p> <p>UPDATE 09/01/2017: no progress, determined by other issues above</p> <p>UPDATE 20/3/17: No further progress. Will need to be factored into ICT work plan but not a priority development at this point in time due to other corporate priorities and activities for digital transformation. Need to determine what is required for communication to members. Considered that a starting point could be to publish MC's document that explains scheme provisions. Suggested reviewing Shropshire and West Sussex websites.</p> <p>UPDATE 05/06/2017: determine who maintains the current fire operational website (Comms team?) get additional tab on that page and add in MC's document as above, and policies as they are produced/agreed.</p> <p>UPDATE 06/07/2017: JMT to meet with Helen Wheller 777 to talk about getting additional tab added to fire operational website re pensions. Matt to then provide copies of documents to be uploaded (ABS supporting paper, decision trees etc.)</p> <p>UPDATE 21/08/2017: discussed with Helen Davies - in principle easy to set up. Just need to find time to do it.</p> <p>UPDATE 13/11/17: no further progress</p> <p>UPDATE 26/01/18: following conversation with chairman of Hants Fire Pension board, there may be some benefit in linking up the design and creation of a fire pensions website with them. to be followed up. Jo and Nigel to arrange visit with Hants Fire Pension Board and chair to discuss.</p> <p>UPDATE 21/5: lower priority that current members, Link comms with non-members into prep for auto-enrolment (8d)</p>	Jo Thistlewood	31-Mar-19	CLOSED	AMBER	RED
8d	R	Sep-16	auto enrolment - communications for future dates	our staging date is 1 May - so were done for this year, lessons learned for future communications etc.	<p>UPDATE 05/06/2017: next auto enrolment cycle is 2019, so time to plan.</p> <p>UPDATE 29/5: Project kick off Team meeting booked 13/12/2018 Proposal to run some 2015 member briefings in the new calendar year, in advance of re-enrolment to promote the scheme</p>	Matt Collier Louise Brading	01-May-19	GREEN	GREEN	GREEN
8f	I	06-Jul-17	FAQs re treatment of various allowances for pensionable purposes	list of all allowances payable, and their payroll treatment for pension, and the benefits which accrued (where applicable) process document which will be of use for flow of information between Fire Service/HR/Payroll/Pensions - what allowance, what is the treatment, which wage type on payroll, what benefit type on Altair.	<p>NEW issue 06/07/2017</p> <p>UPDATE 13/11/17: linked to issued 8, 8a and 8b. Deal with as time allows.</p> <p>UPDATE 26/01/18: Once policies are finalised (issue 3 above) then FAQs can be developed, and linked to website (see issue 8 above)</p> <p>UPDATE 21/5: link to discussions with Hants FB chairman, including shared website and references to IOW policies.</p>	Matt Collier/Jo Thistlewood	31-Jul-17 30-Jun-18	AMBER	AMBER	AMBER

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	previous status (May-18)	previous status (Mar-18)
13	I	Sep-16	Training needs analysis for fire pension board members to be undertaken	To enable compliance with statutory requirements for board members' level of knowledge and skills	<p>First board meeting had introduction to schemes and board. Chair and Officer to attend LGA annual fire pensions conference 11 October 2016. All board members to attend LGA training event in Winchester 11 November 2016. All members have been signposted to The Pensions Regulator on-line training package, with report back on progress at each board meeting. Completion of above will highlight items for further training.</p> <p>UPDATE 09/01/2017: Board member Ross Singleton has been identified as the member with responsibility for training. to be discussed at next board meeting (3 Feb 17)</p> <p>UPDATE 05/06/2017: new elected member representatives will require training once identified. informal board meeting 30 June to discuss.</p> <p>UPDATE 30/06/2017: Cllr Peace unable to attend initial board meeting 30/6, second elected member awaiting clarification from Leader of Council (with Helen Miles to resolve with Cllr Stewart). External training sessions being arranged by Wilts & Dorset (19 July), and LGA (London 22/8) - will get new member(s) to attend one of those, then develop training plan</p> <p>UPDATE 22/08/2017: session on 19 July cancelled. Cllr Barry identified as second elected member - he is attending training in London on 22/8.</p> <p>UPDATE 13/11/17: 2 of 4 board members completed tPR public service trustee toolkit, chair has completed mainstream toolkit - directed to complete public service one. Event for board members at Dorset 7 December.</p> <p>UPDATE 26/01/18: Will be discussed as part of governance review during February.</p> <p>Potential after that to close this issue and combine into overall governance project log.</p> <p>UPDATE 27/3: discussed at board meeting, chairman progressing through toolkit. board agendas to include training at each meeting. recording of training to be addressed.</p> <p>UPDATE 4/6: discussed with chairman of Hants FPB, they do similar to what we do. introductions for JMT with their training "guru" Jonathan Hurford-Potter, to share information, including TNA.</p>	Ross Singleton Jo Thistlewood Nigel Probert	30/09/2017 31-Dec-2017 22-Jun-18	AMBER	AMBER	AMBER
21	I	10-Jul-17	lack of understanding of interdepartmental links with respect of fire pensions	mapping of relationships between council department and committees for decision processes etc.	<p>New issue 10/7/17: CS to talk to JT about mapping</p> <p>UPDATE 13/11/17: no further progress</p> <p>UPDATE 29/3: meeting to be arranged during April 2018</p> <p>UPDATE 21/5: new graphical representation of council hierarchies have been produced and discussed with chairman of board. to be split into "Employment" and "Pensions", and shared with Board before publication.</p>	Claire Shand Jo Thistlewood	15-Jun-18	GREEN	GREEN	AMBER
28	I	13-Nov-17	data quality improvement plan required	arising from conversation with tPR for LGPS, and from other DQ issues above, significant work has been done by administration team to ensure data is as good as possible, but validation and further action plan to be developed.	<p>UPDATE 13/11/17: MC to circulate information about Aquila Heywood data quality reporting process. Cost to be established, and work considered for commissioning.</p> <p>UPDATE 31/1/18: data improvement plan completed, and discussed at meeting on 31 January. Will form part of on-going action plan monitoring by officer working group, and progress will be reported at each board meeting. This issue can be held at GREEN going forward, with separate monitoring of plan.</p> <p>UPDATE 29/3: information has been received from payroll for those members reported as "undecideds" in membership data of 3 January. need to be processed on <i>altair</i>. UPDATE 29/5: Leaver forms have now been received from Payroll. work can now commence.</p>	Matt Collier	30-Nov-17 31 July-18	GREEN	GREEN	GREEN
29	I	13-Nov-17	Fire pensions information to be made available on MSS	once data is validated as correct, would like to make fire pensions information available to members via self-service portal, which will enable them to carry out enquiries on-line	<p>UPDATE 26/1/18: unwilling to issue any on-line data for enquiries until data quality issues have been resolved.</p> <p>UPDATE 27/3: awaiting resolution of data quality issues, but costs of implementation of MSS for Fire to be discussed with Heywood.</p> <p>UPDATE 4/6: zero cost of adding fire onto MSS confirmed with Heywood. Once all data quality issues resolved, plan to be implemented to go live.</p>	Matt Collier/Jo Thistlewood	30-Sep-18	GREEN	GREEN	AMBER

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	previous status (May-18)	previous status (Mar-18)
30	R	25-Jan-18	pension savings statements	statutory responsibility for administering authority to issue pension savings statements to all staff whose annual pension growth in excess of the standard annual allowance amount for a tax year by 6 October. Need to document process for preparing and issuing those who are at risk of impact. responsibility to be documented for each part of process.	New issue Jan 18: issue has been included on data improvement plan - project to include training for admin team to understand issues; development of procedures within annual work plan to ensure reports completed on time; communications with members impacted by the issue; reporting to HMRC; and Altair processes to update member records. Leave as red until plan has been developed a little more. UPDATE 27/3: have a templated solution for these statements. Issue with temporary promotions (issue 32 below) UPDATE 29/5: report for output has been configured, plan in place to run draft report before ABS deadline (31/8) well in time for reporting to members. UPDATE 26/01/18: From Finance: "employer's pension contributions on revenue account have been overstated by £12k (NET) from 2015-16 to date (up to December) which means the employer contributions on the pension fund are also overstated by the same amount." Payroll should have been corrected for February(tbc) so future contributions should be correct. Need to determine individual treatment of over/under-payments. Data to be corrected by year end. UPDATE 27/3: no action as information had not been received from Andrew Taylor for extract of payroll information. going forward contribution rates have not been amended as this would impact on historical contribution rates and make retrospective corrections to payslips. 29/3: spreadsheet has been received from AT. UPDATE 1/04: To be discussed in meeting MC/GS 12/04. An update will follow. UPDATE 29/5: Meeting booked with Ann for 25th June to discuss information flows and data requirements both ways.	Matt Collier	06-Oct-18	GREEN	GREEN	AMBER
31	I	10-Jan-18	members in "wrong" scheme historically had incorrect contributions deducted.	10 records are incorrect mainly due to them not being tapered into the correct pension scheme. Some paid too much contribution, others not enough. Decision to be taken about how this will be resolved.	New issue Jan 18: Once the Temporary promotion refund has happened from Payroll, the Pensions Team will need to update the pensionable pay in Altair and also rerun the individuals Annual Allowance calculation. UPDATE 10/04: Work has commenced to update the Pensions records, with 4 records amended so far. UPDATE 29/5: See 32b New issue Jan 18: Matt to meet with Sarah Cleary to identify those members of staff who have a temporary promotion, and determine difference between substantive and promoted salary. Once number of staff identified and level of error quantified, resource allocation to be determine for resolution. need to determine a new process for flow of information when temporary promotion is being offered, to ensure that the promoted pay is identified separately from the substantive pay, and recorded on the correct non-pensionable wage type. Also policy for the monitoring of temporary promotions on a regular basis (12 months) to assess whether they are continuing or becoming substantive. at pension board meeting on 23 March, the need for some KPIs was discussed and agreed. It was suggested that membership movements be reported annually - for each scheme: starters, change in status, transition between schemes, deaths, opt-outs etc.	Matt Collier Ann Barber	30-Sep-18	AMBER	AMBER	RED
32	i	31-Jan-18	temporary promotions	a number of new issues have arisen, following the review of impacted staff at date of regulation change (July 2013 - closed issue 8e) information requirements from fire service, HR, payroll and pensions need to be documented and amended so that the correct data is sent for temporary promotions, and is recorded appropriately in each system. 2 actions:	New issue Jan 18: Matt to meet with Sarah Cleary to identify those members of staff who have a temporary promotion, and determine difference between substantive and promoted salary. Once number of staff identified and level of error quantified, resource allocation to be determine for resolution. need to determine a new process for flow of information when temporary promotion is being offered, to ensure that the promoted pay is identified separately from the substantive pay, and recorded on the correct non-pensionable wage type. Also policy for the monitoring of temporary promotions on a regular basis (12 months) to assess whether they are continuing or becoming substantive. at pension board meeting on 23 March, the need for some KPIs was discussed and agreed. It was suggested that membership movements be reported annually - for each scheme: starters, change in status, transition between schemes, deaths, opt-outs etc.	Matt Collier	31-Mar-18	AMBER	AMBER	AMBER
32a	i	31-Jan-18	information flow	need to determine a new process for flow of information when temporary promotion is being offered, to ensure that the promoted pay is identified separately from the substantive pay, and recorded on the correct non-pensionable wage type. Also policy for the monitoring of temporary promotions on a regular basis (12 months) to assess whether they are continuing or becoming substantive. at pension board meeting on 23 March, the need for some KPIs was discussed and agreed. It was suggested that membership movements be reported annually - for each scheme: starters, change in status, transition between schemes, deaths, opt-outs etc.	New issue Jan 18: UPDATE 09/3: A spreadsheet has been provided by HR confirming all Temporary promotions that have occurred from July 2013 onwards. We have currently completed 13 out of 54. The work is being spread amongst all the Payroll team to ensure these are resolved by the deadline. UPDATE 29/5: Meeting will be booked once process has been finalised.	Matt Collier Sarah Cleary	30-Sep-18	AMBER	AMBER	AMBER
32b	i	31-Jan-18	new process to be developed	need to determine a new process for flow of information when temporary promotion is being offered, to ensure that the promoted pay is identified separately from the substantive pay, and recorded on the correct non-pensionable wage type. Also policy for the monitoring of temporary promotions on a regular basis (12 months) to assess whether they are continuing or becoming substantive. at pension board meeting on 23 March, the need for some KPIs was discussed and agreed. It was suggested that membership movements be reported annually - for each scheme: starters, change in status, transition between schemes, deaths, opt-outs etc.	New issue Jan 18: UPDATE 09/04: Meeting booked 12th April 2018 between MC/GS to discuss temporary promotions going forward. Once a process agreed a meeting with Sarah Cleary will be required to run through the process - June Pay-run. UPDATE 29/5: Work in progress - process is more complicated than anticipated. HR process being worked through, which will then lead to information flows into payroll and hence to pensions.	Louise Brading/Gemma Stevens	30-Sep-18	AMBER	AMBER	AMBER
34	i	23-Mar-18	KPIs for pension board	at pension board meeting on 23 March, the need for some KPIs was discussed and agreed. It was suggested that membership movements be reported annually - for each scheme: starters, change in status, transition between schemes, deaths, opt-outs etc.	NEW issue March 2018 - yet to be discussed with Matt! UPDATE 27/3: do not think this will be an issue for next FPB meeting UPDATE 29/5: information on membership numbers will be presented at board meeting on 15 June.	Matt Collier	15-Jun-18	GREEN	GREEN	RED

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	previous status (May-18)	previous status (Mar-18)
35	i	31-Jan-18	data issues post 1 April 2018 - use of i-connect software to validate information supplied by employers BEFORE it is uploaded into Altair	LGPS implementation of i-connect delayed, resulting in probable delays to implementation for Fire	data improvement plan: configuration on i-connect for IWC payroll to be completed, tested and rolled-out for 1 April 2018. subsequently rolled out for larger employers (college, academies) and schools payroll providers in summer 2018, then Fire UPDATE 27/3: Meeting booked 10/04/2018 with Natalie ICT to discuss the implementation of i-connect for Fire and further use of Absoft to configure. UPDATE 10/04: Natalie was under the impression that the configuration of the Fire payroll is the same as the LGPS, but we need to get a list of Fire wage types to her so she can check with Absoft. UPDATE 11/04: MC has asked payroll for a list of the Fire wage types. UPDATE 29/5: Natalie has sent the wage types to Absoft and we are still awaiting a response from them. UPDATE 2/7: Phase 1 of testing complete. Phase 2 commenced.	Matt Collier	30-Sep-18	AMBER	RED	RED
36	i	21-May-18	IW FRS data was excluded from GAD 2016 valuation exercise for the purposes of <ul style="list-style-type: none"> Mortality assumptions Age retirement assumptions Ill-Health, Withdrawals and Death before retirement 	Email from Clair Alcock, LGA: The exclusion of the data does not mean that the data was wrong or incorrect, simply that GAD were unable to reconcile it with previous valuation data, and therefore could not reasonably use it to inform assumptions on things like age retirement. There are likely to be a number of reasons why this was the case.	in discussion with Matt Collier: There will a discrepancy of data from 2015 to the 2016 valuation due to the amendment of the Modified members and correction of data for tapered scheme members. I have asked Clair Alcock for a contact at GAD so I can fully understand the issues and compare how the data looked then and now. UPDATE 29/5: contact has been made, confirmation that data was submitted in incorrect format (but in template provided by them!) which couldn't be used by GAD.	Matt Collier	31-Mar-19	CLOSED	GREEN	n/a