

Isle of Wight Fire & Rescue Authority - Pensions Issues Log

	08-Nov-18	01-Oct-18	13-Jul-18	31-May-18	27-Mar-18	31-Jan-18	13-Nov-17
open issues	22	17	18	19	25	25	24
of which:							
RED	0	1	0	1	7	1	1
AMBER	4	10	9	9	9	11	9
GREEN	15	4	7	8	2	9	8
CLOSED	3	2	2	1	7	4	6
UNRANKED	0	0	0	0	0	0	0
	22	17	18	19	25	25	24

closed issues	47	46	44	43	36	32	26
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Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	Status Oct-18	previous status (Jul-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 08/11/2018: routine notice article drafted to promote re-engagement, ill-health retirement, and discretionary provisions policies, as well as joint policies with LGPS re complaints and breaches. Sent to Chair of board for comment before publication 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. UPDATE 08/11/18: Routine Notice article drafted to promote use of Hampshire FRA website for technical enquiries about schemes and benefits, with reference to fire.pensions@iow.gov.uk for specific individual and IOW queries. sent to Chair of pension board for review before publication	Jo Thistlewood Nigel Probert	30-Nov-18	GREEN	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		see below	see below	GREEN	AMBER	AMBER

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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.	Jo Thistlewood Nigel Probert	30-Nov-18	GREEN	AMBER	GREEN
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.	UPDATE 05/06/2017: next auto enrolment cycle is 2019, so time to plan. 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 UPDATE 08/11/18: Planning has commenced with internal administration team meetings to discuss timetable and work flows. Further updates will follow once plans are more established	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.	NEW issue 06/07/2017 UPDATE 13/11/17: linked to issued 8, 8a and 8b. Deal with as time allows. UPDATE 26/01/18: Once policies are finalised (issue 3 above) then FAQs can be developed, and linked to website (see issue 8 above) UPDATE 21/5: link to discussions with Hants FB chairman, including shared website and references to IOW policies. UPDATE 08/11/18: Routine Notice article drafted to promote use of Hampshire FRA website for technical enquiries about schemes and benefits, with reference to fire.pensions@iow.gov.uk for specific individual and IOW queries. sent to Chair of pension board for review before publication. Also link this to issue 32b around development of new process flows for payroll information.	Matt Collier Leo Atkinson-Goff	30-Nov-18	GREEN	AMBER	AMBER

Ref.	Issue / Risk ?	date raised	Pension issue	Description / Impact	Progress	Responsible Officer	Target completion date	Status	Status Oct-18	previous status (Jul-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	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. 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) UPDATE 05/06/2017: new elected member representatives will require training once identified. informal board meeting 30 June to discuss. 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 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. 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. UPDATE 26/01/18: Will be discussed as part of governance review during February. Potential after that to close this issue and combine into overall governance project log. 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. UPDATE 4/6: discussed with chairman of Hants FPB, they do similar to what we do. introductions for JMT with their training "guru" Jonathan Hurtford-Potter, to share information, including TNA. UPDATE 08/11/18: revised training needs analysis template circulated to New issue 10/7/17: CS to talk to JT about mapping UPDATE 13/11/17: no further progress UPDATE 29/3: meeting to be arranged during April 2018 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. UPDATE 13/11/17: MC to circulate information about Aquila Heywood data quality reporting process. Cost to be established, and work considered for commissioning. 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. 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. UPDATE 08/11/18: significant progress has been made in clearing the "undecided" members - only 12 remain (out of 26)	Ross Singleton Jo Thistlewood Nigel Probert	31-Dec-18	GREEN	RED	AMBER
21	I	10-Jul-17	lack of understanding of interdepartmental links win respect of fire pensions	mapping of relationships between council department and committees for decision processes etc.	UPDATE 29/3: meeting to be arranged during April 2018 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.	Claire Shand Jo Thistlewood	15-Jun-18	CLOSED	GREEN	GREEN
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.	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. UPDATE 08/11/18: significant progress has been made in clearing the "undecided" members - only 12 remain (out of 26)	Matt Collier Leo Atkinson-Goff	31-Dec-18	GREEN	AMBER	GREEN

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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	UPDATE 26/1/18: unwilling to issue any on-line data for enquiries until data quality issues have been resolved. UPDATE 27/3: awaiting resolution of data quality issues, but costs of implementation of MSS for Fire to be discussed with Heywood. 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. UPDATE 08/11/18: Decision has been made not to progress with putting fire pension schemes onto MSS: despite previous assurances to the contrary, there would be a significant cost in software implementation; other FRAs have reported issues with the operation of the system; proposals for a combined fire authority may render timescales irrelevant; resources must be focussed on LGPS data quality	Matt Collier/Jo Thistlewood	30-Sep-18	CLOSED	AMBER	GREEN
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.	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 11/04: 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. UPDATE 08/11/18: reopened since previous meeting as final issues were not resolved as anticipated. Impacted members have been identified, and work is progressing to identify resolution. Final queries to be resolved.	Matt Collier Ann Barber	31-Dec-18	GREEN	CLOSED	AMBER
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: 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	Matt Collier	31-Dec-18	AMBER	AMBER	AMBER
32a	i	31-Jan-18	information flow	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.	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	31-Dec-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.	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.	Matt Collier Leo Atkinson-Goff	31-Dec-18	AMBER	AMBER	AMBER

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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. UPDATE 08/11/18: quarterly membership reports are provided at each meeting, and any changes in membership (retirements, deaths, transfers, etc.) are reported at the relevant meeting. Due to small membership numbers, it has been agreed that reporting will be on an exceptions basis - i.e. when an event happens, the timeliness of processing, etc. will be reported upon.	Matt Collier	on-going	CLOSED	GREEN	GREEN
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. UPDATE 08/11/18: implementation of i-connect software interface for fire service payroll has been lowered in priority, because of low membership numbers, and the potential combined fire authority. Existing processes for data validation of internal payroll information will continue.	Matt Collier	30-Sep-18	AMBER	AMBER	AMBER
37	i	19-Jul-18	TPR Scheme Return to be submitted	Regulatory requirement to complete scheme return by due date, including for the first time data scores for common and conditional data.	New issue July: expectation that guidance will be issued in mid August, then return published September, with 6 week turnaround for completion. GREEN to start as currently in planning, no anticipated issues. UPDATE 08/11/18: following discussions at board meeting in October, it was agreed that returns would be submitted to TPR without information about data quality scores. HOWEVER, when accessing TPR system to submit claims, the date for submission of fire scheme returns has been amended to 19 December - still time to follow up data scores (see new issue 37)	Jo Thistlewood Matt Collier	19-Dec-18	GREEN	GREEN	n/a
38	i	01-Nov-18	Data quality scores to be assessed	TPR Scheme return requires measurement of common and conditional data quality scores. Determined that service would not be purchased from Heywood, due to VFM considerations, so alternative sources of assurance required.	UPDATE 08/11/18: following conversations with Hampshire FRA, contact has been made with South Yorkshire FRA who have a solution. Initial contact has been made, but as yet not received necessary information to determine how the process will work. If this is a workable solution, budget will need to be allocated, then resource implications will need to be determined.	Jo Thistlewood Matt Collier	19-Dec-18	GREEN	n/a	n/a
39a	r	01-Nov-18	Government announced change in SCAPE discount rate, which will have implications for employer contributions - affordability	highly likely that contribution rates for 2015 scheme will increase from 14.3% to 30.2% from 1 April 2019, which will have implications for affordability, as well as requirements for system changes	UPDATE 08/11/18: notification has been received that MHCLG and SAB are consulting on changes. Consultation closes on 5 December, but if no agreement reached, will be further 3 month period of negotiation. Potential that decision will not be made until March 2019, with implementation from 1 April 2019. Assumption is that altair system will be updated for revised rates, but watching brief to be maintained.	Matt Collier	01-Apr-19	GREEN	n/a	n/a
39b	r	01-Nov-18	Government announced change in SCAPE discount rate, which will have implications for factors used for transfers, pension sharing orders	notification received from LGA to put hold on all calculations for events happening after 29 October 2018, until revised factors have been issued.	UPDATE 08/11/18: communications to be issued with members	Matt Collier	30-Nov-18	GREEN	n/a	n/a
39c	r	01-Nov-18	Government announced change in SCAPE discount rate, which will have commutation factors for 1992 scheme members, including special members (modified)		UPDATE 08/11/18: communications to be issued with members	Matt Collier	30-Nov-18	GREEN	n/a	n/a

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40	i	01-Nov-18	planning for combined fire authority, during consultation period	meetings with Hampshire Fire Authority personnel to consider data requirements for transfer of pensions information should combined fire authority progress. Implications for treatment of CPD and temporary promotions.	UPDATE 08/11/18: meetings have commenced, in preparation for action should final approval for combined authority proceed	Matt Collier	31-Mar-19	GREEN	n/a	n/a
41	i	01-Nov-18	provision of information to fire pension board	review of terms of reference and workplan, in conjunction with CIPFA Guide for Local Pension Boards, to ensure correct information is provided. To include - survey responses - data returns to central gov't - information from Scheme Advisory Board - data quality		Jo Thistlewood	31-Mar-19	GREEN	n/a	n/a
42									n/a	n/a
43									n/a	n/a