

WMFPS Pension Board – Action Plan

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| Completed | Recently Updated | Missed completion date |
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| Ref | Date | Subject | Action | Responsible | Completion date / Suggested timeframe | Status [Ongoing / Completed] |
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| Actions arising from The Pensions Regulator Supervisory Report 2020/21 on the West Midlands Firefighter Pension Scheme | | | | | | |
| A1 | 11/11 | Skills and Training | Pension Board (PB) and Scheme Manager (SM) to undertake Training Needs Analysis to set a baseline for development of future training plans. Previous templates exist that can be used. | Pension Board Chair and Scheme Manager | Undertaken by March 2023 | TNAs completed as of May 2023 |
| A2 | 11/11 | Pension Board Training and skills | PB to formalise their training plan, to be reviewed at least yearly, which will cover emerging themes, such as cyber security. This will be published on a joint Pension Board filing system/Teams site (see Recommendation D1) to ensure all PB member can review as required and bring forward suggestions for training and development. | Pension Board Chair | Implemented by July 2023 | Agreed at July Pension Board |
| B1 | 11/11 | Pension Board Succession | Clerk and PSS to develop a succession plan for both Scheme Member and Employer representatives, including undertaking a revision of role descriptions. This will include a proposal for hand-over between departing representatives and their replacements. | Clerk and PSS supported by Pension Board | Implemented by March 2023 | Ongoing |
| B2 | 11/11 | Pension Board Succession | PB and SM to review Terms of Reference with regards to representative tenures to ensure these are staggered and include a suitable handover period. | Pension Board Chair and Scheme Manager | Implemented by July 2023 | Revised Terms of Reference drafted and agreed, staggered member replacement process agreed. |

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| C | 11/11 | Pension Board Composition | Review appointment/election communications for Pension Board representatives to ensure they encourage diversity amongst the Pension Board membership and encourage the widest possible number and range of candidates to apply. TPR Equality, Diversity and Inclusion guidance to be utilised. | PSS/Pension Board/Portfolio Team | Implemented by January 2023 | Completed – Election communications sent |
| D1 | 11/11 | Pension Board Information Sharing | Review communications to Pensions Board and Scheme manager and ensure updates are provided when required. | Portfolio and Pensions Administration Teams | Implemented by March 2023 | Complete |
| D2 | 11/11 | Pension Board Information Sharing | Pension Board members to review information sharing arrangements and PB representatives' views on information sharing, knowledge and skills, with input from Scheme Manager. | Pension Board and Scheme Manager | | Completed |
| E1 | 11/11 | Business Continuity Planning | Pensions Board to receive a report on current BCP arrangements and testing and review their effectiveness with a view to making recommendations to Scheme Manager on whether a bespoke BCP outside existing WMFS arrangements is necessary. | Pensions Board Chair and Pensions Manager | To be approved in July 2023 . | Pension Board BCP agreed with minor additions at July 2023 PB meeting. |
| E2 | 11/11 | Business Continuity Planning | Pension Administration Team to develop and share with the Scheme Manager and Pension Board a set of procedural notes for key pensions administration tasks. Content may be impacted by implementation of remedy. | Pensions Administration Team | Update to March 2023 Audit and Risk Committee Meeting – subject to Remedy roll out. Report expected to September Pensions Board | Ongoing |
| F | 11/11 | Information Sharing between SM, PB and Pension Administration Team | Written (rather than verbal) reports to be provided by the Pension Team on key issues to both the Pension Board and Scheme Manager as a standing item for all | Pensions Administration Team | To begin from March 2023 Audit and Risk Committee | Completed |

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| | | | meetings. | | | |
| G | 11/11 | Conflicts of Interest | Conflict of Interest Register, based on the TPR template, to be created and stored on system where all PB members have access. Will be a standing item for all PB meetings. This document to be shared with The Pension Regulator. | Portfolio Team and Pensions Board | To begin from implementation of new system as of February 2023 | Completed |
| H1 | 11/11 | Risk Management | <p>PB Risk Register Sub Group to consider TPR recommended changes or improvement in formatting of the Risk Register:</p> <ul style="list-style-type: none"> • utilising a cover sheet to provide a snapshot of the current risks, helping to clearly identify the current major risk(s) to the Scheme. The Scheme may wish to identify emerging risks in this location as well. • ensuring all risks have mitigating actions and owners • documenting closed risks <p>Incorporate relevant WMFS Corporate Risks within the PB Risk Register, to include Cyber Security (CR 7.3).</p> | Pensions Board RR sub group | Completed by January 2023 | Complete – PB agreed to maintain current RR approach. |
| H2 | 11/11 | Risk Management | PB Risk Register to be incorporated into Audit and Risk Committee risk updates. | Scheme Manager | To begin from March 2023 A&R Meeting | Completed |
| I | 11/11 | Digitisation of records | All records to be digitised and accessible to support data collection. | Pensions Manager supported by Data and Governance Team | Completed | Completed |
| J | 11/11 | Data Improvement policy | Pensions Team to work with Data and Governance team on ensuring a Data Improvement Policy is in place for | Pensions Administration | Completed following implementation of | Ongoing. Altair update now complete |

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| | | | Pensions Data, either drawing on existing policy or developing a new policy if required. To be taken forward following roll out of ALTAIR update. | Team & Data and Governance Team | new Altair system March 2023 June 2023 | and data improvement policy and data review to now be progressed |
| K | 11/11 | Data Improvement Plan | Pensions Team, drawing on the Annual Data Review (Action L) to develop a Data Improvement Plan for any areas where data scores are not complete. This to be reported to both Scheme Manager and Pension Board, and shared with TPR. To be taken forward following roll out of ALTAIR update. | Pensions Administration Team | Following completion of Annual Data Review | Ongoing. Altair update now complete and data improvement policy and data review to now be progressed |
| L | 11/11 | Annual data review | Pensions Team to undertake a pension data review, to assess the accuracy and completeness of member data, to be reported to the Pension Board and Scheme Manager. | Pensions Administration Team | Completed by June 2023 Completed by October 2023 Scores to be shared as part of annual return to TPR | Ongoing – date reviewed Updated planned for future PB meeting |
| M | 11/11 | Recording data scores | Pensions administration team to record common and scheme specific data scores gathered as part of the Annual Data review (Action L) in Exchange as part of annual return to The Pension Regulator. | Pensions Administration Team | Completed by June 2023 Scores to be shared as part of annual return to TPR | Ongoing – date reviewed Updated planned for future PB meeting |
| N1 | 11/11 | Review of KPIs | Scheme Manager to inform Pensions Board which KPIs it wishes to have developed and to receive regular updates on. PB to develop and agree with Pensions Team, and utilise a traffic light system (RAG). | Scheme Manager, Pensions Board Chair and Pensions Administration Team | Completed by March 2023 | Completed |

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| N2 | 11/11 | Supporting narrative to KPs | All Key Performance Indicators (provided with RAG rating) to be accompanied by appropriately detailed written narrative (which may be provided alongside a verbal update). This narrative to be provided to both the Scheme Manager and the Pension Board | Pensions Administration Team | Completed by June 2023 | Complete – delivered to July PB . Further improvements to be made for future reports. |
| O | 11/11 | Documentation of Data validation procedures | Implementation of ORACLE upgrade is intended to allow Scheme Members to update their own contact details. All members to be contacted by post to inform them of new system, with further investigation of failed deliveries. Update to be given on time frames for the new system / implementation to PB in December by Pension Team. Update now expected in September with rollout of Altair/ Oracle functionality as relevant. | Pensions Administration Team | Update in December 2022, Trial of ORACLE started in February 2023 Oracle Trial now working, next steps being determined. | Delayed – Trial with initial group of pensioners failed - issue with ORACLE for resolution. Update expected at September PB . |
| P | 11/11 | Pension Process Automation | Pensions Team to provide a report to the Scheme Manager on automation and systems improvements achieved by implementation of ALTAIR and ORACLE systems system once in place. | Pensions administration team | Completed by June 2023 | Report to Scheme Manager in July 2023 . |
| Q1 | 11/11 | Administrative Task Timescales | Pensions Team to provide a report to the Scheme Manager setting out the expected task timescales (e.g., responses to queries), which will also be shared with Pension Board. | Pensions administration team | Completed by March 2023 | Ongoing |
| Q2 | 11/11 | Firefighter Pensions SAB Pensions Administration Strategy | Pensions Board to utilise FPS Administration, Management, and Governance Strategy template to create single documentation of roles and services standards. Document to be agreed by Scheme Manager and published on the WMFRA CMIS site. | Scheme Manager, Pension Board, Pension Team, Portfolio Team | Completed by March 2023 Completed by July 2023 To be agreed September 2023 | Information from FPSAB to be included on new webpage on WMFS.net |
| Actions arising from previous Pension Board meetings | | | | | | |

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| 1 | 08/12 | Altair timescales | Update to be given on time frames for the Altair new system / implementation and elements around data once available. | Pensions Manager | Completed by March 2023 | Update to July PB expected |
| 2 | 08/12 | Members opt-out | A report is to be submitted to Audit and Risk Committee that included information circulated to employees to encourage them to remain in the scheme and what actions could be taken to keep them well informed before they decided to opt-out of their pension scheme. | Deputy Clerk / Pensions Manager | Completed by March 2023 | Ongoing |
| 4 | 08/12 | Actively updating data records | Pensions Manager to go back to all relevant individuals to ask them to update their records, with assistance from Julie Felton, to actively promote them to update their records. | Pensions Manager/ Admin Manager | Completed by March 2023 | Ongoing |
| 8 | 29/03 | Oracle ownership | Pensions Manager and PSS to speak with the relevant officer responsible for the ownership of the Oracle system. | Pensions Manager/PSS | Completed by July 2023 | Ongoing - PB updated via email. |
| 9 | 29/03 | Risk Register – Removal of Risk | Remove risk 1 – Operational disaster | Admin Manager | Completed by July 2023 | Ongoing – agreed at July PB. |
| 11 | 29/03 | External Communications | Senior Communications Manager to provide potential time scales for a dedicated Pensions section on wmfs.net site, including the development of relevant FAQ's, with the assistance of the Pension Board. To be added to the next Pension Board agenda. | Senior Communications Manager/ Deputy Clerk | Complete by July 2023 | Complete |
| 12 | 29/03 | Business Continuity Plan | Deferred to the next Pension Board for approval/discussion. | Democratic Services Officer | Complete by July 2023 | Complete |
| 14 | 29/03 | PB Terms of Reference | PB Terms of Reference to be circulated to PB for comments with the following amendments: <ul style="list-style-type: none"> - 6 monthly rotations for Chairing the Board - Wording amended on the membership (retired/active Members) | Deputy Clerk | Completed by June 2023 | Complete |
| 16 | 04/07 | Risk Register | Following items be removed from RR: 1. Risk 7 (covered under Risk 3) | Admin Manager / Pension | Complete by Sept. 2023 | Guidance circulated to PB Members. |

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| | | | <p>Following items remain the same:</p> <ol style="list-style-type: none"> 1. Risk 2 – Member data incomplete or inaccurate 2. Risk 4 – Computer system failure at pay date 3. Risk 5 – Failure to process BACS 4. Risk 11 – Application of Remedy 5. Risk 14 – Costs accrued due to failure to apply scheme/tax rules correctly or in a timely manner <p>Following items to be changed:</p> <ol style="list-style-type: none"> 1. Risk 6 – reduce risk 2. Risk 9 – Failure to produce annual benefit statement – text to be updated. Risk level to remain the same. 3. Risks referencing Mike Griffiths to be updated. 4. Risk 17 – to be reworded for clarity. 5. Risk 19 – to be reduced to likelihood 2. 6. Risk 20 – text to be updated. <p>That the Pensions Manager circulates the audit reports conducted by internal auditors, as per Risk 3.</p> <p>That Risk 8 be reviewed once the findings of the pension review have taken plan.</p> <p>AH to circulate Contingent decision guidance to DSO to circulate.</p> | Manager / Employee Representative AH | | |
| 17 | 04/07 | Business Cont. Plan | That Risk 1 (RR) Operational Disaster/Pension records be included in the PB Business Cont. Plan. | Deputy Clerk | Complete by August 2023 | Completed |
| 18 | 04/07 | Appointment of Employee Representative | That AH to remain on PB following his retirement on 6 August until a replacement is made/hand over completed. Deputy Clerk to action appointment process and develop an expression of interest, with assistance from AH. | | Complete by September 2023 | |
| 19 | 04/07 | External communications | That the Pensions Manager circulate email addresses for his team to be included on the PB page. | Pensions Manager | Complete by August 2023. | |

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| 20 | 04/07 | Opt-Outs | That the Pensions Manager look into what data can be obtained for opt-outs and provide an update to the Board. | Pensions Manager | Complete by September 2023 | |
| 21 | 04/07 | Reporting Breaches Procedure | That the Deputy Clerk provides suggested changes to the procedure for the PB consideration. | Deputy Clerk | Complete by September 2023 | Paper to September PB |
| 22 | 04/07 | PB Annual Report | That the PB Annual Report be included in the SM update to the FRA in October 2023. | Scheme Manager | Complete by October 2023 | |
| 23 | 04/07 | Work Programme | That the work programme be updated to reflect the SM change over. | | | |
| 24 | 04/07 | Topical, Legal and Regulatory issues | That the DSO dialogue with Matt Smith to ensure publication of FPS Bulletins on MESH. | DSO | Complete by July 2023 | DSO added Matt Smith to FPS Bulletin distribution and agreed approach with him. |
| 25 | 04/07 | Topical, Legal and Regulatory issues | That the Pensions Manager provide data on the number of contingent members following the publication of legislation in October 2023 | Pensions Manager | Completed by December 2023 | |

Last update: 25/08/2023