

## Minutes



To: All Members of the Hertfordshire Fire Pension Board, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services

Ask for: Theresa Baker

Ext: 26545

---

### HERTFORDSHIRE FIRE PENSION BOARD

27 SEPTEMBER 2017

#### ATTENDANCE

#### MEMBERS OF THE BOARD

**Employer Representatives:** T W Hone (chairman), J Smith (substituted for S Hedger)  
**Member Representatives:** S Joiner, D Scotchford (vice chairman)

#### STANDING SUBSTITUTE MEMBERS

**Employer Representatives:**  
**Member Representatives:**

Upon consideration of the agenda for the Hertfordshire Fire Pension Board meeting on 5 July 2017 as circulated, copy annexed, conclusions were reached and are recorded below:

#### PART I ('OPEN') BUSINESS

##### 1. MINUTES

- 1.1 The Minutes of the Hertfordshire Fire Pension Board meeting of 27 September 2017 were confirmed as a correct record and signed by the Chairman.

##### 2 FIREFIGHTER'S PENSION FUND STATEMENT OF ACCOUNTS 2016/17

[Officer contact: Liz Farquhar, Senior Accountant  
(Tel: 01992 556797)]

- 2.1 The Board received a report on the Firefighter's Pension Fund Statement of Accounts for 2016/17 ("the Accounts") attached as Appendix A to the report. It was noted that as an unfunded scheme

#### ACTIONS

the Firefighter's Pension Fund formed part of Hertfordshire County Council's annual Statement of Accounts which had been audited and signed off by Audit Committee on 11 September 2017 (Appendix B to the report).

- 2.2 It was highlighted that this had been a very good result for the Hertfordshire County Council and Firefighter's Pension Fund financial statements, the auditors having issued an unqualified opinion with no recommendations.
- 2.3 Members heard that the reduction, from £5,290,000 in 2015/16 to £4,811,000 in 2016/17, in total contributions received by the Firefighter's Pension Fund was attributable to the reduced employer/employee percentage paid into the new scheme and retirement of members from earlier schemes where the percentage contribution was higher.
- 2.4 Officers agreed to include a report on the Firefighter's Pension Fund Statement of Accounts into the annual programme of reports.
- 2.5 During discussion of temporary promotions (i.e. acting up) for the 1992 Scheme members and the effect on their member contribution rate, the Board heard that the payroll system identified different pensionable wage types such as temporary promotions and excluded these when assessing pensionable pay. Officers agreed to clarify the situation with HR Payroll and Serco.

J Adam

T Mutter

**Conclusions:**

- 2.6 The Fire Pension Board noted the accounts of the Firefighter's Pension Scheme 2016/17.

**3. LONDON PENSIONS PARTNERSHIP  
FIREFIGHTERS PENSIONS ADMINISTRATION REPORT**

[Officer Contact: Taryn Mutter – Head of Client Delivery (LPP)]

- 3.1 The Board considered a report from the London Pensions Partnership (LPP) which provided the quarterly update on delivery of the pensions fund administration services with respect to statistics and key performance indicators; an update on regulatory changes, including the latest information on potential scheme changes and additional projects.
- 3.2 T Mutter introduced George Graham (Managing Director LPP).
- 3.3 Members heard that a 'Drop in day' had been scheduled for 17 October 2017 at which LPP would explain the implications for Firefighter's Pension Fund members close to the Annual or Lifetime Allowance triggers and that N Lewins (LPP) had already issued the

I Parkhouse  
J Smith

**CHAIRMAN'S  
INITIALS**

.....

letters to those scheme members. The Board highlighted that the Fire Service itself should also encourage fire fighters to attend the 'Drop in Day' via advertising and internal communications.

S Joiner  
D Scotchford  
D Cooper

3.4 The Board requested to be kept up to date on the progress of the timetable relating to the Annual and Lifetime Allowance.

T Mutter

3.5 G Graham detailed the LPPs New Operating Model for its Administration Business due for implementation in 2018. Members noted that its purpose was standardisation via a series of three hubs delivering key aspects of the business and each of which would also carry out the full range of pension administration functions. Economies of scale would be achieved via standardisation and concentration of activity in lower cost places, whilst increased productivity would be achieved by changes to the way in which things were done. The Board heard that all staff would operate across all customers regardless of where they were based thus staff resources could be directed to business pressures as they arose.

3.6 During discussion it was highlighted that, as part of the New Operating Model, movement of Hertfordshire Fire Pensions Administration to the specialist London team who already administered the pensions of a number of other Fire Authorities, would provide more expertise and resilience to the Authority including access to surgeries on difficult to understand benefits statements. Subject to technical discussions and sign off by officers calls would start to be taken by the Call Centre in January 2018 and following that email traffic and support. It was noted that although a drive to standardised email-communication was part of the model, members of the scheme would be given two paper opportunities to confirm whether they wished to opt out of email communication and remain in receipt of a hard copy of future communications.

3.7 It was noted that T Mutter would manage with the engagement hub (i.e. improvement of the telephone service, response to emails, charts for those joining the pension scheme and those approaching retirement, presentations) but would continue to provide support to Hertfordshire.

3.8 The Board requested to be kept up to date on training, communications and administration strategies.

T Mutter  
G Graham

3.9 During debate on the LPP's aim to increase uptake of online member self-service the Board highlighted access issues due to shared computers at fire stations. The Board agreed to investigate the possibility of access to personal email at stations and other options for firefighters who did not have work email addresses.

J Smith

**Conclusion:**

3.10 The Fire Pension Board commented on additional information and content to be included in future reports.

**4. DATES OF FUTURE MEETINGS**

15 December 2017  
23 March 2018  
19 July 2018

**OTHER PART I BUSINESS**

There was no other PART I business.

**KATHRYN PETTITT  
CHIEF LEGAL OFFICER**

**CHAIRMAN** \_\_\_\_\_

**CHAIRMAN'S  
INITIALS**

.....