

Pension Board AGENDA

DATE: Wednesday 5 December 2018

TIME: 2.00 pm

VENUE: Committee Room 6, Harrow Civic Centre, Station Road, Harrow, HA1 2XY

MEMBERSHIP (Quorum 3, including at least one Employer representative and one Scheme Member representative).

Chair: Mr R Harbord

Board Members:

Councillor James Lee
Gerald Balabanoff (VC)
John Royle

- Harrow Council, Employer Representative
- Scheme Members' Representative - Pensioners
- Scheme Members' Representative - Active Members

Vacancy

- Employer Representative - Scheduled and Admitted Bodies

Contact: Manize Talukdar, Democratic and Electoral Services Officer
Tel: 020 8424 1323 Email: manize.talukdar@harrow.gov.uk

Useful Information

Meeting details:

This meeting is open to the press and public.

Directions to the Civic Centre can be found at:
<http://www.harrow.gov.uk/site/scripts/location.php>.

Filming / recording of meetings

The Council will audio record Public and Councillor Questions. The audio recording will be placed on the Council's website.

Please note that proceedings at this meeting may be photographed, recorded or filmed. If you choose to attend, you will be deemed to have consented to being photographed, recorded and/or filmed.

When present in the meeting room, silent mode should be enabled for all mobile devices.

Meeting access / special requirements.

The Civic Centre is accessible to people with special needs. There are accessible toilets and lifts to meeting rooms. If you have special requirements, please contact the officer listed on the front page of this agenda.

An induction loop system for people with hearing difficulties is available. Please ask at the Security Desk on the Middlesex Floor.

Agenda publication date: Tuesday 27 November 2018

AGENDA - PART I

1. DECLARATIONS OF INTEREST

To receive declarations of disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee;
- (b) all other Members present.

2. MINUTES (Pages 5 - 8)

That the minutes of the meeting held on 3 October 2018 be taken as read and signed as a correct record.

3. PUBLIC QUESTIONS *

To receive any public questions received in accordance with Committee Procedure Rule 17.

Questions will be asked in the order in which they were received. There will be a time limit of 15 minutes for the asking and answering of public questions.

[The deadline for receipt of public questions is 3.00 pm, Friday 30 November 2018. Questions should be sent to publicquestions@harrow.gov.uk

No person may submit more than one question].

4. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).

5. DEPUTATIONS

To receive deputations (if any) under the provisions of Committee Procedure Rule 16 (Part 4B) of the Constitution.

6. INFORMATION REPORT - PENSION FUND COMMITTEE MEETING 27 NOVEMBER 2018 (Pages 9 - 12)

Report of the Director of Finance.

7. INFORMATION REPORT - PERFORMANCE MONITORING (Pages 13 - 18)

Report of the Director of Finance.

8. INFORMATION REPORT - WORK PROGRAMME 2018-19 AND PENSION BOARD THREE YEAR REVIEW (Pages 19 - 22)

Report of the Director of Finance.

9. INFORMATION REPORT - LOCAL PENSION BOARD GOVERNANCE AND ADMINISTRATION SURVEY 2018 (Pages 23 - 42)

Report of the Director of Finance.

10. ANY OTHER BUSINESS

Which cannot otherwise be dealt with.

AGENDA - PART II - NIL

*** DATA PROTECTION ACT NOTICE**

The Council will audio record item 4 (Public Questions) and will place the audio recording on the Council's website, which will be accessible to all.

[**Note:** The questions and answers will not be reproduced in the minutes.]

PENSION BOARD MINUTES

3 OCTOBER 2018

Chair: * Mr R Harbord

Board Members:

* Councillor James Lee	Harrow Council, Employer Representative
* Gerald Balabanoff (VC)	Scheme Members' Representative - Pensioners
* John Royle	Scheme Members' Representative - Active Members

* Denotes Member present

7. Declarations of Interest

RESOLVED: To note that there were no declarations of interests made by Members.

8. Minutes

RESOLVED: That the minutes of the meeting held on 14 June 2018 be taken as read and signed as a correct record, subject to the following amendment:

Delete bullet point 2 on page 7: 'the Annual Review of the Treasury function would be included in the agenda for the next meeting.'

9. Public Questions, Petitions & Deputations

RESOLVED: To note that none were received.

RESOLVED ITEMS

10. Presentation By the Pensions Regulator

A representative from the Pensions Regulator gave a presentation regarding its role and powers in regulating the governance and administration of public service pension schemes.

Following questions, the representative stated that:

- the legislation relating to pensions regulation belonged to Central Government and not the Pensions Regulator. The Regulator was sponsored by the Department for Work and Pensions;
- its powers had recently been enhanced. The Regulator had the power to impose penalties, sanctions and take other enforcement action;
- its remit was governance and administration. It did not have any say over investment decisions relating to individual pension funds. The performance of investments was the remit of actuaries and the Fund managers, who would be responsible for monitoring and flagging up poorly performing investments;
- the Regulator would typically expect Pension Boards to meet a minimum of 3 times a year;
- there was a legal requirement to report any breaches. In cases of a breach, it would be the employer and not the scheme that would be held responsible;
- in cases of outsourced pensions, the scheme would still be held responsible;
- no cost-benefit analysis had been undertaken by the Pension Regulator with regard to the effectiveness and added value of the TPR as this fell within the responsibilities of the DWP. In any case, there were too many variables among different schemes to make such an analysis feasible.

RESOLVED: That the presentation be noted.

11. Pension Fund Committee Meeting June 2018

The Board received a report of the Director of Finance which provided a summary of the matters considered at the most recent meeting of the Pension Fund Committee.

The Chair stated that in order for the Pension Board to fully discharge its duties, it should be given access to all investment management performance monitoring data in relation to the Pension Fund.

A Board member asked why the CIVs had been established without governance mechanisms in place, ie, why was there no body with oversight of the work of the CIVs.

An officer advised that he had raised the above issue with officer representatives of the London CIV and would follow this up further.

RESOLVED: That the report be noted.

12. Breaches Policy

The Board received a report of the Director of Finance which set out performance monitoring information for the quarter ending 30 June 2018.

Following questions and comments from Board members regarding deferred pensions, an officer advised that:

- he would look into the Pension Fund membership database to see how up to date it was and would report back to the Board on record keeping;
- the Council had a comprehensive and robust breaches policy and that no breaches had been reported at Harrow. He added that the new reporting template would be circulated to all 31 employers in the Harrow scheme.

RESOLVED: That the report be noted.

13. Work Programme 2018-19

The Board considered a report of the Director of Finance which provided a 3-year review of the Board's Work Programme.

An officer advised that he had circulated the training log to Board Members and would also circulate information about training sessions which were held prior to Pension Fund Committee meetings.

The officer added that he was still in the process of seeking a replacement nominee for the vacant position of employer representative (for Scheduled and Admitted Bodies) and would update the Board in due course.

RESOLVED: That the report be noted.

14. Date of Next Meeting

RESOLVED: To note that the next meeting would be at 2.00 pm on 5 December 2018.

(Note: The meeting, having commenced at 2.00 pm, closed at 3.25 pm).

(Signed) RICHARD HARBORD
Chair

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REPORT FOR: Pension Board

Date of Meeting:	5 December 2018
Subject:	Information Report - Pension Fund Committee Meeting 27 November 2018
Responsible Officer:	Dawn Calvert, Director of Finance
Exempt:	No
Wards Affected:	All
Enclosures:	Minutes of Pension Fund Committee 27 November 2018 – to follow

Section 1 – Summary

Summary

The report sets out the matters considered by the Pension Fund Committee at the meeting on 27 November 2018, attaches the minutes of the meetings and invites the Board to agree any comments they might wish to make to the Committee.

Section 2 – Report

1. Matters considered by the Pension Fund Committee at their meeting on 27 November 2018

- Pension Fund Committee - Update on Regular Items
- Information Report: Quarterly Trigger Monitoring Q2 2018

- Information Report: Performance Measurement Services Quarterly Review Q2 2018
 - Information Report: Pension Fund Risk Register
- PART II

- Information Report LGPS Pension administration Amendment Regulations
- Information Report –Investment Strategy: Manager Review and Pooling Update
- Investment Manager Performance Monitoring for period ending 30 September 2018
- Investment Consultancy Services Procurement

A copy of the draft minutes of the meeting of 27 November 2018 will be tabled at the Pension Board meeting on 5th December 2018.

Training session before meeting –Presentation from Fund Actuary – Hymans Robertson.

Financial Implications

2. Whilst this report discusses numerous matters relevant to the financial standing of the Pension Fund there are no financial implications arising directly from it.

Risk Management Implications

3. Relevant risks are included in the Pension Fund Risk Register.

Equalities implications

- 4 There are no direct equalities implications arising from this report.

Council Priorities

5. The financial health of the Pension Fund directly affects the level of employer contribution which in turn affects the resources available for the Council's priorities.

Section 3 - Statutory Officer Clearance

Name: Dawn Calvert



Chief Financial Officer

Date: 26 November 2018

Ward Councillors notified:

Not applicable

Section 4 - Contact Details

Contact: Iain Millar, Treasury and Pensions Manager
0208 424 1432

Background Papers - None

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REPORT FOR: Pension Board

Date of Meeting: 5 December 2018

Subject: Information Report – Performance Monitoring

Responsible Officer: Dawn Calvert, Director of Finance

Exempt: No

Wards Affected: All

Enclosures: Appendix 1: Pension Administration Performance Monitoring Q2 to 30th September 2018.

Section 1 – Summary

Summary

This report presents the Board with performance monitoring information for the quarter ending 30th September 2018. Pension Board are requested to note the completion of the Guaranteed Minimum Pension Reconciliation exercise has been completed and agreed with HMRC before the 31 December 2018 deadline.

For information

Section 2 – Report

1. At several of their meetings the Board has rightly suggested that it sees part of their role as monitoring the service performance of the Fund. Whilst to date it has received a substantial amount of performance information through the Fund's Annual Report and Accounts, the Scheme Advisory

Board's Benchmarking and Key Performance Indicators return and reports on the triennial actuarial valuation .It has been monitoring comparative pensions administration indicators since June 2017.

2. The Pensions administration performance statistics measured against the national benchmarks for the second quarter to 30 September 2018 are set out in Appendix 1. There were 2 ill-health retirements in the quarter. The Board is invited to comment on this performance.
3. Table 1 below sets out the membership of the Pension Fund in the current year to 30 September 2018 with previous years as a comparator. The percentage of active members in the fund is one indicator of the maturity of the fund.

	30 September 2018	31 March 2018	31 March 2017	31 March 2016
Pensioners	5,730	5,760	5,576	5,438
Deferred	6,914	7,115	6,925	6,700
Active Members	5,374	5,557	5,659	5,561
% Active Members	29.8%	30.1%	31.2%	31.5%
Total	18,018	18,432	18,160	17,699

Requirement to Report Breaches of Law

4. Pension Board reviewed the breaches in law policy and breaches reporting procedure at its meeting on 20th September 2018.
5. There have been no known breaches of law in the current financial year.

Internal Disputes Cases and Complaints

6. No internal disputes have been raised in the current financial year.

Issue of Annual Benefit Statements

7. All benefit statements were published and distributed in early August well before the 31 August 2018 deadline.

Payment of Employer Contributions

8. Employer contributions are required to be paid in arrears by the 19th of each month. All employer contributions have been paid on time in the year to date. Employers are contacted if payment has not been received by the date.

9. Guaranteed Minimum Pension Reconciliation Exercise

- 9.1 The Guaranteed Minimum Pension (GMP) is the minimum pension which a United Kingdom occupational pension scheme has to provide for those employees who were contracted out of the State Earnings-Related Pension Scheme (SERPS) between 6 April 1978 and 5 April 1997. The amount is said to be 'broadly equivalent' to the amount the member would have received had they not been contracted out.
- 9.2 When contracting-out ended in April 2016, HM Revenue and Customs (HMRC) advised they would no longer track contracted-out rights against GMP amounts held on scheme records. This is known as a GMP reconciliation.
- 9.3 Following the completion of the GMP reconciliation, HMRC is planning to send individuals information about their contracting-out history. As a result of the above, all schemes including LGPS schemes were required to reconcile their GMP's with those held on HMRC's records by December 2018.
- 9.4 The project to reconcile the scheme records with the HMRC took over two years to plan and complete. For Harrow, 9321 records were listed in the HMRC file. All have been identified and reconciled to the HMRC database. 8 records have been flagged as stalemate cases with no records held by LB Harrow. This project has been completed on time and without reliance on external support.
10. The Board is asked to consider whether the information discussed in this report would meet its requirements for regular performance monitoring and to comment as it sees fit.

Financial Implications

11. Whilst the provision of performance monitoring information should assist in the efficient and effective management of the Pension Fund there are no financial implications arising from this report.

Risk Management Implications

11. All risks are included within the Pension Fund Risk Register.

Equalities implications

11. There are no direct equalities implications arising from this report.

Council Priorities

12. The financial health of the Pension Fund directly affects the resources available for the Council's priorities.

Section 3 - Statutory Officer Clearance

Name: Dawn Calvert Chief Financial Officer

Date: 26 November 2018

Ward Councillors notified: Not applicable

Section 4 - Contact Details

Contact: Iain Millar, Treasury and Pensions Manager 0208
424 1432

Background Papers – None

Appendix 1 Q1 Performance Monitoring 01/07/2018 – 30/09/2018

SERVICE	Harrow Performance Actual against Target	National Benchmarking Target	National Actual Performance %
Issue letter notifying of dependent's benefit in 5 days	12/14	5 days	100
Calculation and notification of ill health estimate within 10days	2/2	10 days	100
Calculation and notification of retirement benefits estimate in 10 days	22/22	10 days	100
Issue letter to new pension provider detailing transfer-out quote in 10 days	7/7	10 days	100
Calculation and notification of deferred benefits in 10 days	104/104	10 days	100
Calculation and notification of retirement benefits in 5 days	29/31	5 days	93.6
Process refund and issue payment within 5 days	16/16	5 days	100
Calculation and notification of actual ill health benefits within 5 days	4/4	5 days	33.3
Contact next of kin on notification of death in 3 days	4/4	3 days	100
Issue statutory notification on receipt of transfer funds in 8 days	5/5	10 days	100

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REPORT FOR: PENSION BOARD

Date of Meeting: 5 December 2018

Subject: **Information Report** – Work Programme
2018-19 and Pension Board Three Year
Review

Responsible Officer: Dawn Calvert, Director of Finance

Exempt: No

Wards affected: All

Enclosures: None

Section 1 – Summary

This report reviews the Boards actions over the last three years and invites the Board to comment on a suggested work programme for the remainder of 2018-19 .

For Information

Section 2 – Report

1. At its meeting on 8th March 2018, Pension Board agreed that agenda items for the meeting on 14 June should include: a review of the previous three years with clear objectives for going forward, training and succession planning.
2. The summary of the Pensions Regulator 2018 public service governance and administration survey is attached as Appendix 2. The Pensions Regulator has been invited to send a representative to address September Pension Board to set out its expectations of local government schemes.
3. Pension Board met quarterly during 2017-18. At its meeting on 22 March 2018 the Board considered a work programme for the 2018-19 financial year which, together with an update on the Board's current position, is as follows:

Matter for Consideration	Board Position
Pensions Administration – Performance monitoring	Proposals developed 12 July 2017 .Quarterly report from 8 November 2017
Review of Internal Controls at fund managers	2017-18 internal control reports on 22 March 2018
Risk Register Review	Pension Fund Risk Register considered on 12 July 2017.Pension Fund Risk Register on 5 December 2018
Annual Report and Financial Statement for year ended 31 March 2018 including External Audit report	Draft Report 14 June External Audit Report 20 September Meeting
Scheme Advisory Board Local Pension Board Survey	Reviewed 12 July and 8 September 2017 and survey response submitted on time.
Use of CIPFA Pension Administration Benchmarking Club	Use of performance indicators and benchmarking service reviewed 12 July 2017
Latest Pension Fund Committee Meeting	Considered at each meeting of Board
Knowledge and skill requirements	Reviewed quarterly.
London CIV and its approach to Environmental, Social and Governance Issues	Presentation from London CIV to Pension Board 12 September 2017.Update at 22 nd March 2018
External Audit Plan	Reviewed 22 nd March 2018
Training Programme 2018-19	Reviewed quarterly
Environmental, Social and Governance Issues	To be considered at future meetings
Funding Strategy Statement	Reviewed on 22 March 2018
Long term cashflow and funding	Considered by Pension Fund Committee at each meeting and by Board in review of PFC minutes quarterly
Investment Strategy Statement	Reviewed on 22 March 2018
Governance Compliance Statement	Reviewed on 22 March 2018
Communications Policy Statement	Reviewed on 22 March 2018

Latest Pension Fund Committee Meeting	Considered at each meeting of Board
Pension Board referral to Pension Fund Committee	Pension Board Minutes to be reported formally to Pension Fund Committee

Meetings of Pension Board in 2018-19

4. A suggested work programme for 2018-19 on which the Board's comments are invited is as follows:

Pension Board Meetings 2018-19

14 June 2018
20 September 2018
5 December 2018
28 March 2019

Proposed Workplan

- Review of 2018 Public Governance and administration survey
- Knowledge and Skills for Pension Board
- Annual Report to Council
- Annual Report and Financial Statement for year ended 31 March 2018 including External Audit report (see link)
- Long term cashflow and funding
- Review of Governance Statements
- Review of Risk Register
- London CIV update
- Latest Pension Fund Committee Meeting
- Pensions Administration – Performance monitoring quarterly review
- Review of Internal Controls at fund managers and for administering authority
- Role of Pension Regulator (invited speaker 20 September 2018)
- Environmental, Social and Governance Issues
- Training Programme 2018
- Annual Report to Council

Pension Fund Committee meetings 2018-19

Wednesday 27 June 2018
Wednesday 12 September 2018
Tuesday 27 November 2018
Tuesday 12 March 2019

All members of the Board are invited to attend the training session starting at 17.30 and the public part of Committee at 18.30.

Financial Implications

5. There are no financial implications arising directly from this report.

Risk Management Implications

6. The Pension Fund has its own risk register .which covers all risks which might arise from this report.

Equalities implications

7. There are no direct equalities implications arising from this report.

Council Priorities

6. Whilst the financial health of the Pension Fund and the employer's contribution affects the resources available for the Council's priorities there are no impacts arising directly from this report.

Section 3 - Statutory Officer Clearance

Name Dawn Calvert	<input checked="" type="checkbox"/>	Chief Financial Officer
Date: 26 November 2018		

Ward Councillors notified:	NO
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Section 4 - Contact Details

Contact: Iain Millar, Treasury and Pensions Manager
0208 424 1432

Background Papers - None

REPORT FOR: Pension Board

Date of Meeting: 27 November 2018

Subject: Information Report - Local Pension Board Governance and Administration Survey 2018

Responsible Officer: Dawn Calvert, Director of Finance

Exempt: No

Wards Affected: All

Enclosure: Public Service Governance and Administration Survey 2018

Section 1 – Summary

This report advises the Board of the receipt of a Public Service Governance and Administration Survey 2018 survey which has been commissioned by the Pensions Regulator and invites the Board to make its comments to be included in the survey response.

For Information

Section 2 – Report

1. The Pension Regulator has written to request participation in their on-line Perceptions Tracker Survey to help to track how effectively they are delivering against stakeholders' expectations. They would like to get the opinions of people who run, administer, advise on or are responsible for work-based pension schemes.
2. The Pension Board is requested to comment on the survey so that its views can be included in the completed survey response.
3. The attached Appendix is a copy of the survey form on which the Board are invited to comment. Notes which the Board might find helpful are as follows:

Section A - Governance

Basic factual information to be completed by officers. A4-A6 for Pension Board comments.

Section B - Managing Risks

B4 (for Board) requests top three governance risks.

Section C – Administration and Record Keeping

Basic factual information to be completed by officers

Section D – Cyber Security

Basic factual information to be completed by officers

Section E – Data Review

Basic factual information to be completed by officers

Section F – Annual Benefits Statements

Basic factual information to be completed by officers

Section G – Resolving Issues

Basic factual information to be completed by officers

Section H Reporting Breaches

Section I – Governance and Administration

I1 and I2 Pension Board to comment on governance improvements and barriers to improvement.

Section J - Perceptions of the Pension Regulator (TPR)

To be completed by Board

Section K – Attribution –completion of survey

Basic factual information to be completed by officers

Risk Management Implications

6. This report is concerned with risk management of the pension scheme.

Equalities implications

7. There are no direct equalities implications arising from this report.

Council Priorities

8. The financial health of the Pension Fund directly affects the resources available for the Council's priorities.

Section 3 - Statutory Officer Clearance

Name: Dawn Calvert	<input checked="" type="checkbox"/>	Chief Financial Officer
Date: 26 November 2018		

Ward Councillors notified:	Not applicable
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Section 4 - Contact Details

Contact: Iain Millar, Treasury and Pensions Manager
0208 424 1432

Background Papers - None

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The Pensions Regulator

Public Service Governance and Administration Survey 2018

This document is intended to be used as a guide to help you gather the information required for the survey. Please note, however, that we need you to complete the questionnaire through the [online survey link](#) contained in your invitation email.

Thank you for taking the time to complete this survey. Please answer the questions in relation to the scheme referenced in your invitation email. Where the scheme is locally administered, we mean the sub-scheme or fund administered by the local scheme manager.

Your responses will be kept anonymous unless you consent otherwise at the end of the survey. Linking your scheme name to your answers will help inform The Pension Regulator's (TPR's) engagement with you in the future.

This survey should be completed by the scheme manager or by another party on behalf of the scheme manager. They should work with the pension board chair to complete it, and other parties (e.g. the administrator) where appropriate.

There is a space at the end of the survey to add comments about your answers where you feel this would be useful.

SECTION A – GOVERNANCE

The first set of questions is about how your pension board works in practice.

A1. EVERYONE TO ANSWER

Does your scheme have a documented policy to manage the pension board members' conflicts of interest?

Please select one answer only

1. Yes
2. No
3. Don't know

A2. EVERYONE TO ANSWER

Does your scheme maintain a register of pension board members' interests?

Please select one answer only

1. Yes
2. No
3. Don't know

A3. EVERYONE TO ANSWER

Focusing on the scheme's pension board meetings in the last 12 months, please tell us the following:

Please write in the number for each of a-c below

- a) Number of board meetings that were scheduled to take place (in the last 12 months)
- b) Number of board meetings that actually took place (in the last 12 months)
- c) Number of board meetings that were attended by the scheme manager or their representative (in the last 12 months)

A4. EVERYONE TO ANSWER

Do the scheme manager and pension board have sufficient time and resources to run the scheme properly?

Please select one answer only

1. Yes
2. No
3. Don't know

A5. EVERYONE TO ANSWER

Do the scheme manager and pension board have access to all the knowledge, understanding and skills necessary to properly run the scheme?

Please select one answer only

1. Yes
2. No
3. Don't know

A6. EVERYONE TO ANSWER

How often does the scheme manager or pension board carry out an evaluation of the knowledge, understanding and skills of the board as a whole in relation to running the scheme?

Please select one answer only

1. At least monthly
2. At least quarterly
3. At least every six months
4. At least annually
5. Less frequently
6. Never
7. Don't know

A7. EVERYONE TO ANSWER

Focusing on the composition of your pension board, please tell us the following:

Please write in the number for each of a-d below

- a) Number of current board members
- b) Number of vacant positions on the board
- c) Number of members that have left the board
in the last 12 months
- d) Number of members that have been appointed
to the board in the last 12 months

SECTION B – MANAGING RISKS

The next set of questions is about managing risks.

B1. EVERYONE TO ANSWER

Does your scheme have documented procedures for assessing and managing risk?

Please select one answer only

1. Yes
2. No
3. Don't know

B2. EVERYONE TO ANSWER

Does your scheme have a risk register?

Please select one answer only

1. Yes
2. No
3. Don't know

B3. EVERYONE TO ANSWER

In the last 12 months, how often have you reviewed the scheme's exposure to new and existing risks?

Please select one answer only

1. At least every month
2. At least every quarter
3. At least every six months
4. Less than every six months
5. Have not reviewed in the last 12 months
6. Don't know

B4. EVERYONE TO ANSWER

To what do the top three governance and administration risks on your register relate? If you do not have a risk register, please tell us to what the top three governance and administration risks facing your scheme relate.

Please select up to three options below

1. Funding or investment
2. Record-keeping (i.e. the receipt and management of correct data)
3. Guaranteed Minimum Pension (GMP) reconciliation
4. Securing compliance with changes in scheme regulations
5. Production of annual benefit statements
6. Receiving contributions from the employer(s)
7. Lack of resources/time
8. Recruitment and retention of staff or knowledge
9. Lack of knowledge, effectiveness or leadership among key personnel
10. Poor communications between key personnel (board, scheme manager, administrator, etc.)
11. Failure of internal controls
12. Systems failures (IT, payroll, administration systems, etc.)
13. Cyber risk (i.e. the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its IT systems and processes)
14. Administrator issues (expense, performance, etc.)
15. Other (please specify):
16. Don't know

SECTION C – ADMINISTRATION AND RECORD-KEEPING PROCESSES

The next set of questions is about administration and record-keeping.

C1. EVERYONE TO ANSWER

Which of the following best describes the scheme’s administration services?

Please select one answer only

1. Delivered in house
2. Outsourced to another public body (e.g. a county council)
3. Outsourced to a commercial third party
4. Other
5. Don’t know

C2. EVERYONE TO ANSWER

When did the scheme last review who should provide its administration services?

Please select one answer only

1. In the last 12 months
2. Between 13 and 24 months ago
3. Between 25 and 36 months ago
4. More than 36 months ago
5. Never
6. Don’t know

C3. EVERYONE TO ANSWER

Which of the following do you use to monitor and manage the performance of your administrators (whether in-house or outsourced)?

Please select all the options that apply

1. Performance metrics are set out in contracts or service level agreements
2. Administrators provide independent assurance reports
3. Independent auditors review the performance of administrators
4. Administrators deliver regular reports to the scheme manager and/or pension board on the service provided
5. Administrators attend regular meetings with the scheme manager and/or pension board
6. Penalties are applied where contractual terms or service standards are not met
7. None of these
8. Don’t know

C4. EVERYONE TO ANSWER

In the last 12 months, how many pension board meetings had administration as a dedicated item on the agenda?

Please write in the number below

.....

C5. EVERYONE TO ANSWER

Do you have processes in place to monitor scheme records for all membership types on an ongoing basis to ensure they are accurate and complete?

Please select one answer only

1. Yes
2. No
3. Don't know

C6. EVERYONE TO ANSWER

Does the scheme have an agreed process in place with the employer(s) to receive, check and review data?

Please select one answer only

1. Yes
2. No
3. Don't know

C7. EVERYONE TO ANSWER

Is your scheme single employer or multi-employer?

Please select one answer only

1. Single employer scheme (i.e. used by just one employer)
2. Multi-employer scheme (i.e. used by several different employers)

C8. ANSWER IF SINGLE EMPLOYER SCHEME (C7=1)

Does your participating employer...

Please select one answer per row

	Yes	No	Don't know
a) Always provide you with timely data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Always provide accurate and complete data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Submit data to you monthly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Submit data to you electronically?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C9. ANSWER IF MULTI-EMPLOYER SCHEME (C7=2)

What proportion of your scheme's employers...

Please write in the percentage (from 0% to 100%) for each of a-d below. If you do not know exactly, please give an approximate percentage.

- a) Always provide you with timely data?
- b) Always provide accurate and complete data?
- c) Submit data to you monthly?
- d) Submit data to you electronically?

C10. EVERYONE TO ANSWER

Does the scheme have a process in place for monitoring the payment of contributions?

Please select one answer only

1. Yes
2. No
3. Don't know

C11. EVERYONE TO ANSWER

Does the scheme have a process in place for resolving contribution payment issues?

Please select one answer only

1. Yes
2. No
3. Don't know

C12. ANSWER IF MULTI-EMPLOYER SCHEME (C7=2)

Does the scheme have a defined escalation process in place for dealing with employers who do not provide timely or accurate data?

Please select one answer only

1. Yes
2. No
3. Don't know

C13. ANSWER IF MULTI-EMPLOYER SCHEME AND HAVE AN ESCALATION PROCESS (C12=1)

What actions are included in your process for dealing with employers who do not provide timely or accurate data?

Please select all the options that apply

1. Chase by telephone
2. Chase in writing
3. Escalate to senior staff
4. Manual correction
5. Impose penalty
6. Remove from scheme
7. Assess for breach of law
8. Other (please specify):
9. Don't know

SECTION D – CYBER SECURITY

The next set of questions is about your scheme’s cyber security.

D1. EVERYONE TO ANSWER

Which, if any, of the following controls does your scheme have in place to protect your data and assets from ‘cyber risk’?

By ‘cyber risk’ we mean the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its information technology systems and processes.

Please select all the options that apply

1. Roles and responsibilities in respect of cyber resilience are clearly defined and documented
2. Cyber risk is on the risk register and regularly reviewed
3. Assessment of the vulnerability to a cyber incident of the key functions, systems, assets and parties involved in the running of the scheme
4. Assessment of the likelihood of different types of breaches occurring in the scheme
5. Access to specialist skills and expertise to understand and manage the risk
6. System controls (e.g. firewalls, anti-virus and anti-malware products and regular updates of software)
7. Controls restricting access to systems and data
8. Critical systems and data are regularly backed up
9. Policies on the acceptable use of devices, passwords and other authentication, and on home and mobile working
10. Policies on data access, protection, use and transmission which are in line with data protection legislation and guidance
11. An incident response plan to deal with any incidents which occur
12. The scheme manager has assured themselves of third party providers’ controls (including administrators)
13. The scheme manager receives regular updates on cyber risks, incidents and controls
14. The pension board receives regular updates on cyber risks, incidents and controls
15. None of these
16. Don’t know

D2. EVERYONE TO ANSWER

Have any of the following happened to your scheme, including at any outsourced administration provider, in the last 12 months?

Please select all the options that apply

1. Computers becoming infected with ransomware
2. Computers becoming infected with other viruses, spyware or malware
3. Attacks that try to take down your website or online services
4. Hacking or attempted hacking of online bank accounts
5. People impersonating your scheme in emails or online
6. Staff receiving fraudulent emails or being directed to fraudulent websites
7. Unauthorised use of computers, networks or servers by staff, even if accidental
8. Unauthorised use or hacking of computers, networks or servers by people outside your scheme
9. Any other types of cyber security breaches or attacks
10. None of these
11. Don’t know

D3. ANSWER IF EXPERIENCED ANY CYBER SECURITY BREACHES IN THE LAST 12 MONTHS (D2=1-9)

Thinking of all the cyber security breaches or attacks experienced by your scheme in the last 12 months (including at any outsourced administration provider), which, if any, of the following happened as a result?

Please select all the options that apply

1. Software or systems were corrupted or damaged
2. Personal data (e.g. on members, beneficiaries or staff) was altered, destroyed or taken
3. Permanent loss of files (other than personal data)
4. Temporary loss of access to files or networks
5. Lost or stolen assets, trade secrets or intellectual property
6. Money was stolen
7. Your website or online services were taken down or made slower
8. Lost access to any third-party services you rely on
9. None of these
10. Don't know

SECTION E – DATA REVIEW

The next set of questions is about your scheme's approach to reviewing and improving its data.

E1. EVERYONE TO ANSWER

When did your scheme last complete a data review exercise?

Please select one answer only

1. Within the last 12 months
2. More than 12 months ago
3. Never completed one
4. Don't know

E2. ANSWER IF LAST COMPLETED A DATA REVIEW EXERCISE MORE THAN 12 MONTHS AGO OR NEVER COMPLETED ONE (E1=2 OR 3)

Is a data review exercise currently underway for your scheme but not yet completed?

Please select one answer only

1. Yes
2. No
3. Don't know

E3. ANSWER IF SCHEME HAS EVER COMPLETED A DATA REVIEW EXERCISE (E1=1 OR 2)

Did your scheme's most recently completed data review exercise look at any of the following?

Please select all the options that apply

1. Common data (e.g. member's name, DOB, NI number and address)
2. Scheme-specific data (previously called conditional data)
3. Member existence checks
4. None of these
5. Don't know

E4. ANSWER IF DATA REVIEW COVERED COMMON DATA (E3=1)

Did your scheme’s most recently completed data review exercise identify any issues or problems with the common data?

Please select one answer only

1. Yes
2. No
3. Don’t know

E5. ANSWER IF DATA REVIEW IDENTIFIED ANY ISSUES WITH COMMON DATA (E4=1)

Has any action been taken to address the issues identified with the common data?

Please choose one answer that most closely describes the action your scheme has taken to date

1. An improvement plan is in development
2. An improvement plan is in place but rectification work is not yet complete
3. An improvement plan has been put in place and rectification work has been completed
4. Rectification work has been undertaken without an improvement plan
5. No improvement plan has been developed and no work has been undertaken
6. Don’t know

E6. ANSWER IF DATA REVIEW COVERED SCHEME-SPECIFIC DATA (E3=2)

Did your scheme’s most recently completed data review exercise identify any issues or problems with the scheme-specific data?

Please select one answer only

1. Yes
2. No
3. Don’t know

E7. ANSWER IF DATA REVIEW IDENTIFIED ANY ISSUES WITH SCHEME-SPECIFIC DATA (E6=1)

Has any action been taken to address the issues identified with the scheme-specific data?

Please choose one answer that most closely describes the action your scheme has taken to date

1. An improvement plan is in development
2. An improvement plan is in place but rectification work is not yet complete
3. An improvement plan has been put in place and rectification work has been completed
4. Rectification work has been undertaken without an improvement plan
5. No improvement plan has been developed and no work has been undertaken
6. Don’t know

SECTION F – ANNUAL BENEFIT STATEMENTS

The next set of questions is about members’ annual benefit statements.

F1. EVERYONE TO ANSWER

In 2018, what proportion of active members received their annual benefit statements by the statutory deadline?

Please write in the percentage below. If you do not know exactly, please give an approximate percentage.

..... %

F2. ANSWER IF DEADLINE WAS MISSED FOR ANY MEMBERS (F1=0-99%)

Was the missed deadline for issuing active member statements reported to TPR?

Please select one answer only

1. Yes - and Breach of Law report made
2. Yes - but decided not to make a Breach of Law report
3. No - not reported
4. Don't know

F3. ANSWER IF MISSED DEADLINE WAS NOT REPORTED TO TPR (F2=3)

What was the main reason for not reporting the breach?

Please select one answer only

1. Not material - few statements affected
2. Not material - very short delay
3. Other reason (please specify):
4. Don't know

F4. EVERYONE TO ANSWER

What proportion of all the annual benefit statements the scheme sent out in 2018 contained all the data required by regulations?

Please write in the percentage below. If you do not know exactly, please give an approximate percentage.

..... %

SECTION G – RESOLVING ISSUES

The next set of questions is about resolving issues or complaints the scheme has received.

G1. EVERYONE TO ANSWER

Does the scheme have a working definition of what constitutes a complaint?

Please select one answer only

1. Yes
2. No
3. Don't know

G2. EVERYONE TO ANSWER

In the last 12 months, how many complaints have you received from members or beneficiaries in relation to their benefits and/or the running of the scheme? And how many of these complaints have entered the Internal Dispute Resolution (IDR) process?

Please write in the number for each of a) and b) below. The number at b) should be equal to or lower than the number at a).

- a) **Total number of complaints received**
- b) **Number of these complaints that have entered the Internal Dispute Resolution (IDR) process**

G3. ANSWER IF ANY COMPLAINTS RECEIVED IN THE LAST 12 MONTHS (G2a>0)

To what did the top three types of complaint relate?

Please select up to three options below

1. Eligibility for ill health benefit
2. Slow or ineffective communication
3. Inaccuracies or disputes around pension value or definitions
4. Delays to benefit payments
5. Disputes or queries about the amount of benefit paid
6. Delay or refusal of pension transfer
7. Inaccurate data held and/or statement issued
8. Pension overpayment and recovery
9. Other (please specify):
10. Don't know

G4. EVERYONE TO ANSWER

Does the scheme carry out a satisfaction survey(s) among its members and beneficiaries?

Please select one answer only

1. Yes
2. No
3. Don't know

SECTION H – REPORTING BREACHES

The next set of questions is about the scheme's approach to dealing with any breaches of the law.

H1. EVERYONE TO ANSWER

Does the scheme have procedures in place to allow the scheme manager, pension board members and others to identify breaches of the law?

Please select one answer only

1. Yes
2. No
3. Don't know

H2. EVERYONE TO ANSWER

In the last 12 months, have you identified any breaches of the law that are not related to annual benefit statements?

Please select one answer only

1. Yes
2. No
3. Don't know

H3. ANSWER IF ANY BREACHES OF THE LAW NOT RELATED TO ANNUAL BENEFIT STATEMENTS HAVE BEEN IDENTIFIED IN THE LAST 12 MONTHS (H2=1)

What were the root causes of the breaches identified?

Please select all the options that apply

1. Systems or process failure
2. Failure to maintain records or rectify errors
3. Management of transactions (e.g. errors or delays in payments of benefits)
4. Failure of the employer(s) to provide timely, accurate or complete data
5. Late or non-payment of contributions by the employer(s)
6. Other employer-related issues (please specify):
7. Conflicts of interest
8. Lack of knowledge and understanding
9. Something else (please specify):
10. Don't know

H4. EVERYONE TO ANSWER

Are there procedures in place to assess breaches of the law, and report these to TPR if required?

Please select one answer only

1. Yes
2. No
3. Don't know

H5. ANSWER IF ANY BREACHES OF THE LAW NOT RELATED TO ANNUAL BENEFIT STATEMENTS HAVE BEEN IDENTIFIED IN THE LAST 12 MONTHS (H2=1)

In the last 12 months, have you reported any breaches to TPR as you thought they were materially significant? Please do not include any breaches that related to annual benefit statements.

Please select one answer only

1. Yes
2. No
3. Don't know

SECTION I – GOVERNANCE AND ADMINISTRATION

The next set of questions is about your progress in addressing governance and administration issues.

I1. EVERYONE TO ANSWER

To what would you attribute any improvements made to the scheme's governance and administration in the last 12 months?

Please select all the options that apply

1. Improved understanding of underlying legislation and standards expected by TPR
2. Improved engagement by TPR
3. Improved understanding of the risks facing the scheme
4. Resources increased or redeployed to address risks
5. Administrator action (please specify):
6. Scheme manager action (please specify):
7. Pension board action (please specify):
8. Other (please specify):
9. No improvements to governance/administration in the last 12 months
10. Don't know

I2. EVERYONE TO ANSWER

What are the main three barriers to improving the governance and administration of your scheme over the next 12 months?

Please select up to three options below

1. Lack of resources or time
2. Complexity of the scheme
3. The volume of changes that are required to comply with legislation
4. Recruitment, training and retention of staff and knowledge
5. Lack of knowledge, effectiveness or leadership among key personnel
6. Poor communications between key personnel (board, scheme manager, administrator, etc.)
7. Employer compliance
8. Issues with systems (IT, payroll, administration systems, etc.)
9. Other (please specify):
10. There are no barriers
11. Don't know

SECTION J – PERCEPTIONS OF TPR

The final set of questions is about your views of TPR.

J1. EVERYONE TO ANSWER

Thinking about your overall perception of TPR, to what extent do you agree or disagree with the following words as ways to describe TPR?

Please select one answer per row

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) Tough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Visible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Evidence-based	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Decisive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Approachable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

J2. EVERYONE TO ANSWER

Thinking now about how TPR operates, how effective do you think it is at improving standards in scheme governance and administration in public service pension schemes?

Please select one answer only

1. Very effective
2. Fairly effective
3. Neither effective nor ineffective
4. Not very effective
5. Not at all effective
6. Don't know

SECTION K – ATTRIBUTION

Thank you for completing this survey. Your responses will help TPR understand how schemes are progressing and any issues they may face, which will inform further policy and product developments. Before you submit your answers, there are just a few more questions about your survey responses.

K1. EVERYONE TO ANSWER

Which of the following best describes your role within the pension scheme?

Please select one answer only

1. Scheme manager*
2. Representative of the scheme manager
3. Pension board chair
4. Pension board member
5. Administrator
6. Other (please specify):

**In this survey 'scheme manager' refers to the definition within the Public Service Pensions Act, e.g. the Local Authority, Fire and Rescue Authority, Police Pensions Authority, Secretary of State/Minister or Ministerial department.*

K2. EVERYONE TO ANSWER

What other parties did you consult with to complete this survey?

Please select all the options that apply

1. Scheme manager
2. Representative of the scheme manager
3. Pension board chair
4. Pension board member
5. Administrator
6. Other
7. Did not consult with any other parties

K3. EVERYONE TO ANSWER

To inform TPR's engagement going forward, they would like to build an individual profile of your scheme by linking your scheme name to your survey answers. This will only be used for internal purposes by TPR and your scheme name would not be revealed in any published report.

Are you happy for your responses to be linked to your scheme name and supplied to TPR for this purpose?

Please select one answer only

1. Yes, I am happy for my responses to be linked to my scheme name and supplied to TPR
2. No, I would like my responses to remain anonymous

K4. EVERYONE TO ANSWER

And would you be happy for the responses you have given to be linked to your scheme name and shared with the relevant scheme advisory board? This is to help inform the advisory boards of areas for improvement and to further their engagement with pension boards.

Please select one answer only

1. Yes, I am happy for my responses to be linked to my scheme name and shared with the relevant advisory board
2. No, I would like my responses to remain anonymous

K5. EVERYONE TO ANSWER

TPR may conduct some follow up research on this topic to improve their advice and engagement with schemes such as yours. Would you be willing for us to pass on your name, contact details and relevant survey responses to them so that they, or a different research agency on their behalf, could invite you to take part?

You may not be contacted and, if you are, there is no obligation to take part. Your contact details will be stored for a maximum duration of 12 months, before being securely destroyed.

Please select one answer only

1. Yes, I am happy to be contacted for follow-up research
2. No, I would prefer not to be contacted for follow-up research

K6. EVERYONE TO ANSWER

Please record your name below. This is just for quality control purposes and will not be passed on to TPR (unless you have agreed that they can contact you for follow-up research).

Please write in below

.....

K7. EVERYONE TO ANSWER

Finally, please use the space below if you have any other comments or would like to clarify/ explain any of the answers you have given.

Please write in below if applicable

.....
.....
.....
.....
.....
.....
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