

**MINUTES OF THE MEETING OF THE
LOCAL PENSION BOARD
Virtual Hearing
30 March 2021 (4.00 - 5.15 pm)**

Present:

Denise Broom
Andrew Frater
Anne Giles
Mark Holder

Officers present: Carline Beery, Lillian Thomas, Debbie Ford, Luke Phimister

54 CHAIR'S ANNOUNCEMENTS

The Chair reminded members what to do if they connection with the call is interrupted.

55 APOLOGIES FOR ABSENCE

There were no apologies for absence.

56 DISCLOSURE OF INTEREST

There were no disclosures of interest.

57 MINUTES OF THE MEETING

The minutes of the previous meeting held on 21st January 2021 were agreed as a correct record and, due to COVID-19, will be signed by the Chairman at a later date.

58 LPP QUARTERLY PERFORMANCE REPORT

The Board was presented with a report from LPP on the Pension Fund's quarterly performance.

Members noted that casework performance against the SLA was at 100% for the quarter, there were no outliers in the current quarter for elapsed days between receiving and completing casework and the average wait time to contact the helpdesk had dropped and less than 3% of calls were abandoned. The Board members also noted that the helpdesk received a satisfaction rate of 100% for calls and over 87% for emails over the quarter. Members were pleased to note the Pension Fund received a 92.2% accuracy rating when collecting data.

The Board noted that CIVICA had successfully bid to acquire the pension's admin system and the change would be implemented in the following year

with a 6 week scoping phase. The first transfer of clients was going to be undertaken in January 2022 with new system going live for London Borough of Havering scheme members in September 2022.

The Board noted the report.

59 RISKS REGISTER

The Board were presented with the updated risk register as agreed at the March Pensions Committee. Members noted that the cyber security risk has been added with the new CIVICA system data transfer to be added as a risk and this to be brought to the next Local Pensions Board meeting.

The Board noted the register.

60 LGPS LEGISLATION UPDATE

The Board were updated on the legislation update of the LGPS. Members of the Board noted that 1 member had been affected by the £95k cap and that benefits have since been adjusted to reflect the revocation of the regulations. Members also noted that a new exit payments cap consultation will be taking place and it is possible that new regulations will be in force by the end of the year.

61 COP14 COMPLIANCE CHECKLIST

The Board members were advised that the Cop14 checklist was to be moved to a single code for all pensions' schemes with this currently being in consultation phase.

Training - Members suggested at every other meeting to be shorter with training after.

62 DATA IMPROVEMENT PLAN

Members noted the data improvement plan would be taken to the next Pensions Committee meeting for approval.

63 COMMUNICATIONS CAMPAIGN

Members of the Board received the Communications Campaign. Members noted that comms had been sent to external paid employers with similar comms following shortly to internally paid employers. The Pensions seminar with schools was via zoom due to the COVID-19 pandemic. Members note there had been no major changes to the campaign for the upcoming year.

64 POSITION OF CHAIR

The Board members discussed the potential of introducing an independent Chair of the Board. It was noted that the terms of reference would need

amending with delegated power given to the Monitoring Officer after consultation with the S151 and Cabinet Member for Value. Members also noted the position would be advertised through social media and newsletters.

The Board were keen on the idea of an independent Chair and agreed to implement one.

65 **TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE**

The Board noted from the minutes of the previous Pensions Committee meeting that there had been a 60% increase in admin fees over the previous 2 years.

Chairman