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**MINUTES OF THE MEETING OF THE
LOCAL PENSION BOARD
Town Hall, Main Road, Romford
11 July 2023 (4.00 - 5.20 pm)**

Present:

Andrew Frater (Scheme Employer Representative), Mark Holder (Scheme Member Representative), Yasmin Ramjohn (Scheme Member Representative) and Dionne Weekes (Scheme Member Representative)

161 CHAIR'S ANNOUNCEMENTS

The Chairman reminded Members of the action to be taken if they were to drop off the online call.

162 APOLOGIES FOR ABSENCE

Apologies were received from Joanne Sladden and Denise Broom.

163 DISCLOSURE OF INTEREST

There were no disclosures of interests.

164 MINUTES OF THE MEETING

The minutes of the previous meeting were agreed as a correct record.

165 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

There were no minutes from the Pensions Committee to present to the Board.

166 PENSIONS ADMIN PERFORMANCE REPORT Q4 22/23

The Board was presented with the pension's administration performance report.

Members noted the helpdesk call wait times were on target following a drop during the 'go live' period. Members also noted that the February 23 customer satisfaction score of 75% was an anomaly.

The Board noted the report.

167 COP14 CHECKLIST

The Board was presented with the COP14 checklist.

It was noted that across the board it was amber but the position is better now. It was also noted that officers would get the quarterly breakdown from LPP to look for trends. It was explained to members that any errors in the data is the responsibility of the Council.

The Board noted the report.

168 MEMBER COMMUNICATIONS PLAN

The Board was presented with the member communications plan.

It was explained by officers that the plan was to be proactive to push information out to members and there were a number of areas that could be followed up on. The Board was pleased to see a plan in place.

The Board noted the report.

169 RISK REGISTER

The Board was presented with the risk register.

It had been agreed that the Board would scrutinise 1 risk per meeting. The risk presented was regarding inappropriate assumptions used in calculations and valuations and poor quality data provided or not maintained. Members noted the likelihood and impact for both were green (E/3). Members noted a service review had been presented to the Pensions Committee on 8th November 2022.

The members noted the report and agreed for the next risk to be brought to the next meeting.

170 INDEPENDENT CHAIR

The Board was presented with information relating to the independent Chair.

It was explained to members the documents were having to be reworked with performance monitoring wording built in. It was noted that the Council's HR team would be assisting in collating the performance monitoring template and the role would be ready to be re-advertised after that work had been done.

The Board noted the update.

Chairman