

Local Pension Board (LPB) Training feedback

Introduction

On Tuesday 26 March 2024 the LGA Firefighters' Pension Team held their first session of the 'new look' LPB training, which was a full house (virtually) and a great interactive session.

After introductions, Joanne Livingstone, Scheme Advisory Board (SAB) Chair, was warmly welcomed and gave an overview of the work that SAB have been involved in, and left the group with a question "How can we have a mutually beneficial relationship?"

Tony Curry, Chair of the LPB Effectiveness Committee, updated the group on the areas that the committee have been working on, including implementing the new look LPB training, and reviewing the need for a standard agenda template for LPB's to use. He left the group with the question "How can the LPB Effectiveness Committee better support them in their roles on LPBs?"

Nick Gannon, Policy Delivery Lead, from the Pension Regulator (TPR), then covered the role of the TPR, their role in respect of public service pensions, and a focus on the General Code of Practice.

After a well-earned break, both Joe Stacey, Senior Industry Engagement Manager from The Pension Dashboards Programme (PDP), and Angela Bell, from TPR, were welcomed and gave the group an update on where things are in the delivery of Pensions Dashboards, what tools are available to LPBs and scheme managers to ensure that they are compliant with meeting the connection date, and ensuring that LPBs are sighted on the progress of implementation.

The final session was on the hot topics of Sargeant and Matthews remedies, and highlighted some questions that LPBs should be asking.

Feedback request

All attendees have been invited to provide feedback on the session to inform future sessions.

They have been invited to respond to the following questions:

1.	Overall, how effective was the training?
2.	What were you hoping to get out of the training?
3.	What did you get out of the training?
4.	On a scale of 1-10 how did you find the session on the Scheme Advisory Board?
5.	During the session the SAB Chair asked how the SAB and LPBs can have a mutually beneficial relationship? We would welcome feedback as to how you think we can achieve this?
6.	Was there anything missing from the Scheme Advisory Board session?

7.	On a scale of 1-10 how was the LPB Effectiveness Committee session?
8.	Was there anything missing from the LPB Effectiveness Committee session? a) What did you think was missing?
9.	How do you think the LPB Effectiveness Committee can better support LPBs?
10.	On a scale of 1-10 how did you find the Pensions Regulator's session?
11.	Did you find the session useful to help to understand your role and the TPRs expectations of LPBs?
12.	Were you familiar with the TPRs Public Service Pensions Toolkit for Board members?
13.	Did the TPR cover everything you expected them to? a) What additional areas would you have wanted TPR to cover?
14.	On a scale of 1-10 how did you find the session on Pension Dashboards?
15.	Did you find it useful having an update from the Pensions Dashboard Programme?
16.	Did you find it useful having input from TPR and being informed of the tools that they have available on Pension Dashboards?
17.	On a scale of 1-10 how did you find the LGA hot topics session?
18.	Did it cover everything you expected it to? a) What else would you have expected it to cover?
19.	How did you find the length of the training? a) Too short b) Too long c) Just right
20.	Did you think there were any gaps in the training?
21.	Do you have anything else that you want to feedback?

Feedback

Attendee feedback through survey

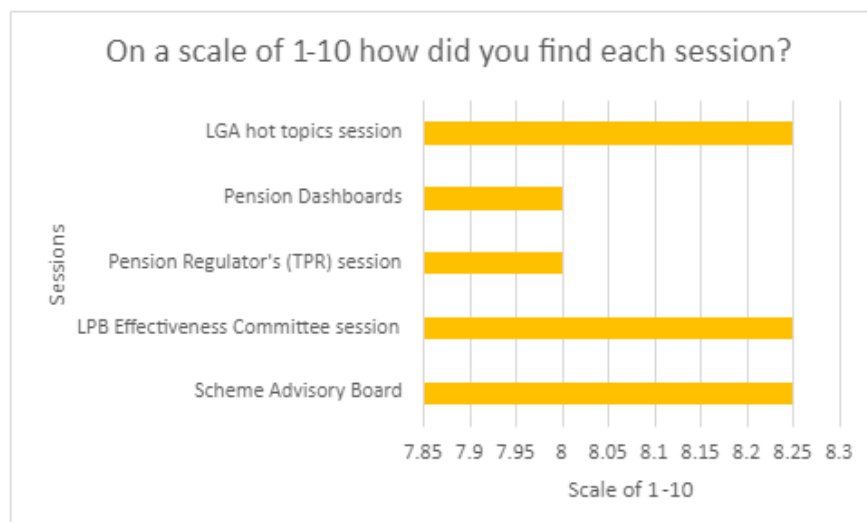
We received feedback from four attendees which was overall positive.

Responses between 6-10 out of 10 was received for how effective the training was overall and all responders found the length of the training to be just right.

The table below illustrates what the responders were hoping to get out of the training and what they did.

What are you hoping to get out of the training?	What did you get out of the training?
Understand issues that LPBs are experiencing and what are their expectations of the SAB.	A greater understanding of the issues facing LPBs.
A better understanding of roles of pension board members and relationships between LPB and the national groups/organisations.	Some of the above.
Understand what we should be doing during the LPB meetings.	A good understanding of where the LPB sat within the whole scheme of things and its purpose.
First-hand knowledge of the information being provided to LPB members.	Confirmation that the training content and delivery is appropriate and of high quality.

On a scale of 1-10 the responders provided feedback on how they found each session. The table below illustrates the average score for each session:



All responders found each session useful, and no feedback was received to suggest that there was anything missing from the sessions. However, when asked if there were any gaps in the training overall, one responder suggested that they would have welcomed more information on each pension scheme.

Responses were received to suggest that easy two-way dialogue, and effective communication channels were needed, when asked how the SAB and LPBs can have a mutually beneficial relationship.

One responder suggested that they would welcome effective communications and two-way dialogue between the LPB Effectiveness Committee and LPBs and another wanted the committee to identify and share good practice, suggesting that the committee could carry out some benchmarking and mentoring where appropriate.

When asked for general feedback on the session one responder suggested that the training should be held 3 to 4 times per year and to encourage all LPB members to attend. The other feedback received was that the training was comprehensive by was not too much for attendees to absorb in one event. They also felt that it gave attendees with a good flavour of considerations to be considered by LPB members.

General feedback

The request for attendance at the training sessions has been good, and the March and June sessions have been oversubscribed. The in-person session in September has now gone live on the LGA Events page, and the January 2025 session has five spaces left.

Next Steps

It is recommended that:

- the training sessions remain the same in terms of speakers and topic areas. The LGA team will however consider the feedback to include additional information relating to each firefighter's pension scheme and where appropriate update the content.
- the LGA team to book in further sessions into 2025, so as not to lose momentum and provides the opportunity for new LPB members to have a session available to book onto.
- the LPB effectiveness committee:
 - look to attend LPB meetings to provide the two-way dialogue and open communications suggested in the feedback.
 - to review the [resources](#) available to LPBs that are currently published on the [SAB](#) website and see whether there are any other good practice areas that can be shared.
 - to investigate setting up a regional LPB chairs forum for both SAB and the committee to input into/attend.
- The SAB:
 - to attend LPB meetings to provide the two-way dialogue and open communications suggested in the feedback.
 - review the update provided in the monthly bulletin and see whether there is anything else that could be included to provide a further update to LPBs and the wider sector.