

Meeting of the Board 8 September 2022

Administrator remedy self-assessment survey update

Introduction

1. An [overview of the results of the administrator self-assessment survey](#) was presented to the Board in June 2022. This paper provides the Board with an update on the recommendations arising from the report and any overlapping areas of interest with The Pensions Regulator's recent research report on pension administration.
2. Following presentation of the results to the Fire Technical Working Group on 25 July 2022, the research report was published with [FPS Bulletin 59 – July 2022](#).

Recommendations

3. Overall, the survey has painted a positive picture of the sector's preparedness for remedy in Sargeant, Matthews, and beyond. The survey results will allow administrators to benchmark their existing plans and the following recommendations are made to address any areas for improvement:
 - 3.1. Many administrators confirmed that they had a dedicated project team overseeing the Sargeant, and the LGA strongly advises that, where possible, all administrators adopt this approach. The LGA expects project teams to meet frequently and endorses fortnightly/monthly meetings.
 - 3.2. Where project teams are established, the LGA would expect that a PID is created. The PID should clearly document the aim of the project, stakeholders involved. It should closely track timescales as well as highlighting risks and tracking progress.
 - 3.3. The LGA strongly recommends that a date is agreed as to when the data collection templates will be shared if they have not been to date.
 - 3.4. Due to the current employment market, the LGA strongly recommends that administrators monitor closely their recruitment needs and ensure that adequate plans are in place to address any shortfall in capacity.
 - 3.5. The LGA understands that as legislation evolves administration teams will need to be brought up to speed on all regulation developments, the Firefighters' pension team can support administrators with this and will gladly provide training on a range of subject matters.

Scheme Advisory Board

Paper 6

- 3.6. The mixed responses received to Q29 and Q30 confirm that clear roles and responsibilities between each stakeholder need to be defined. This is something that the LGA will work on and aim to reach an agreed consensus with all interested parties.
- 3.7. The LGA expects all administrators to respond to consultations which have a direct impact on them.
- 3.8. The LGA understands that some administrators have concerns about a small proportion of the FRAs which they administer. It is strongly encouraged that these concerns are highlighted at the earliest opportunity with the relevant Scheme Manager.
- 3.9. The LGA recommends that BAU is regularly discussed with FRAs, and the impact of all projects is closely monitored to ensure that there are no detrimental effects towards BAU.
- 3.10. The LGA recommends that all administrators familiarise themselves with such plans and enter open discussion with software suppliers should any issues be identified. The LGA also recommends that the plans are closely monitored by the project team to ensure that timelines and costings are adhered to. Where concerns have been raised about software, the LGA strongly recommends that an open dialogue is entered, and issues are openly aired.

TPR survey

4. Between November 2020 to January 2021, TPR conducted a [survey of pension scheme administrators](#). Thirty-three percent of those responding administered public service pension schemes.
5. Some of the key outcomes to note with a cross-over to the LGA's observations and sector-wide concerns are:
 - 5.1. Two thirds (66 per cent) identified volume of legislative change as a barrier to providing a high-quality service; 37 per cent stated recruitment and retention of staff.
 - 5.2. Two thirds (66 per cent) said that recruiting skilled and experienced staff was a challenge.
 - 5.3. Main barriers to improving data quality were cited as inability to fill historic gaps (70 per cent) and poor-quality data from employers (65 per cent).
 - 5.4. There was general concern over dashboard implementation, with almost half (49 per cent) of administrators stating that knowing what is required is the main challenge. Scheme manager engagement is also low, with only 15 per cent discussing dashboards with their administrator.

Further resources

6. [Administrator self-assessment research report](#)
7. [Remedy eligibility/ admin self-assessment survey coffee morning](#) (28 July 2022)

Board actions

8. The Board is asked to note the contents of this paper.

Board Secretary
September 2022