

National LGPS Technical Group minutes

8 March 2024

The National Local Government Pension Scheme (LGPS) Technical Group is a member of the Local Government Pensions Committee.

1.	Meeting documents	3
2.	Date and time of meeting.....	3
3.	Venue	3
4.	Attendees and apologies for absence	3
5.	Minutes of the last meeting.....	4
6.	Matters arising from previous minutes.....	4
7.	Local Government Association (LGA)	5
8.	DLUHC update (standing agenda item).....	5
9.	DLUHC update on recommendations and queries raised by the group (standing agenda item).....	5
10.	SPPA update (standing agenda item)	5
11.	LGPS England & Wales SAB update (standing agenda item).....	5
12.	Pensions Dashboards (standing agenda item).....	5
	• Survey	5
	• National engagement	6
	• Connection guides.....	6
	• Quarterly feedback from software suppliers	6
	• AVCs and dashboards sub-group	6
13.	McCloud remedy (standing agenda item).....	6
	• Survey	6
	• Club transfers calculations	7
	• Update from the LGA	8
14.	Scottish Widows	8
15.	Transfer out - Conga audit trail	8
16.	Terms of reference discussion.....	9
17.	LGA technical queries (standing agenda item).....	9

18.	LGA GAD queries (standing agenda item)	10
19.	Historical decisions (standing agenda item)	10
20.	Recommendations - SAB England and Wales (standing agenda item).....	10
21.	Group membership (standing agenda item)	10
22.	Any other business (standing agenda item).....	10
23.	Dates of 2024 meetings (standing agenda item)	11

1. Meeting documents

The documents for this meeting are contained in a [single PDF](#).

No further hyperlinks to any documents are contained elsewhere in the agenda.

2. Date and time of meeting

The meeting started at 11.00am and finished at 1pm on the 8 March 2024.

3. Venue

The meeting was hybrid. For those attending in person it was held at Hymans, 1 London Wall, Barbican, London EC2Y 5EA.

4. Attendees and apologies for absence

Attendees

1. Kevin Gerard (Chairman) - Welsh Pension Officer Group
2. Joanne Griffiths - Welsh Pension Officer Group
3. Ian Howe (Deputy Chairman) - East Midlands Pension Officer Group
4. Phil Drury - East Midlands Pension Officer Group
5. Heather Chambers – Northeast Pension Officer Forum
6. Emma Sanders - Southwest Area Pension Officer Group
7. Karen Gibson - Southwest Area Pension Officer Group
8. Sandy Armstrong - Southern Area Pension Officer Group
9. David Kellond- Southern Area Pension Officer Group
10. Louise Savage - Southeast Counties Superannuation Officer Group
11. Matt Mott - Southeast Counties Superannuation Officer Group
12. Richard Smythe - London Pension Officer Group
13. Martin Doyle - London Pension Officer Group
14. Vicky Jenks - Shrewsbury Pension Officer Group
15. Helen Tomkins – Shrewsbury Pension Officer Group
16. Erin Savage - Scottish Pensions Liaison Group
17. Zena Kee - Northern Ireland Local Government Officers' Superannuation Committee
18. Alan Wareham – Department for Levelling Up, Housing and Communities
19. Kimberly Linge - Scottish Public Pension Agency
20. William Dobbin - Department for Communities (Northern Ireland)
21. Jayne Wiberg - Local Government Association
22. Lorraine Bennett - Local Government Association

23. Joanne Donnelly – Local Government Association
24. Steven Moseley (Scotland) – Local Government Association
25. Claire Hey – Heywood Pension Technologies
26. Lissa Evans - Civica
27. Dave Friend – Equiniti
28. Eve Harvey - Capita Experience Pension Solutions
29. Gavin Paul - Barnett Waddingham
30. Ian Colvin Actuarial - Hymans Robertson
31. Justine Davies - Price Waterhouse Coopers
32. Catherine Pearce - Aon
33. Jonathan Perera – Mercer
34. Kelly Scotford – Secretariat.

Apologies for absence – with replacements

- Joel Ellner - Southeast Counties Superannuation Officer Group replaced by Matt Mott
- Melanie Durrant - Barnett Waddingham replaced by Gavin Paul
- Martin Slaughter - Capita Experience Pension Solutions replaced by Eve Harvey

Apologies for absence – no replacements

5. Minutes of the last meeting

Item 1 in the meeting documents – highlighted in grey for ease of reading within the meeting documents.

The minutes were agreed in full with a minor typo on page 9 to be corrected – it should read June 2024 not June 2023.

6. Matters arising from previous minutes

- At the meeting of 10 March 2023 the group agreed that Jayne Wiberg would draft the transfer out process where the member holds more than one deferred benefit. Jayne distributed the draft process to standing members of the group on 25 April 2023 who provided comments. The new process and deferred member transfer pack has been created though it is still waiting for its final check. The delay has been caused due to a strain on resources because LGA team are working on the McCloud remedy.

7. Local Government Association (LGA)

Jayne Wiberg took questions on bulletins 245, 246, 247, published since the last meeting. All bulletins can be found in the Bulletin pages of www.lgpsregs.org and www.scotlgpsregs.org.

8. DLUHC update (standing agenda item)

Alan Wareham provided a verbal update at the meeting under Chatham house rules.

Following on from a question raised by the group, Alan confirmed the new key performance indicators will be contained in the new annual report guidance. It has not been decided at this stage as to whether the indicators will be a should or a must.

9. DLUHC update on recommendations and queries raised by the group (standing agenda item)

Alan Wareham provided a verbal update at the meeting under Chatham house rules.

Group action

- Group members to consult their POGs to decide which [recommendations](#) they wish to keep and pursue a change to the regulations. Standing members will vote on those they wish to keep at the next meeting in June 2024.

10. SPPA update (standing agenda item)

Kimberley Linge provided an update and took questions from the group - item 4 in the meeting documents, on behalf of the Scottish Public Pensions Agency (SPPA).

11. LGPS England & Wales SAB update (standing agenda item)

Jo Donnelly provided an update and took questions from the group – item 5 in the meeting documents, on behalf of the Scheme Advisory Board (SAB) in England & Wales.

12. Pensions Dashboards (standing agenda item)

Survey

The Pensions Regulator (TPR) has confirmed they will be commencing a nudge campaign to administering authorities around 15 months ahead of public sector pension schemes staging date. We expect the staging date for public sector pension

schemes to be by 30 September 2025. As part of the nudge campaign TPR will be issuing a survey in September 2024 to all administering authorities. Therefore, there will no longer be any need for the National LGPS Technical Group to issue a survey on pension dashboards. The group agreed to this approach.

National engagement

The LGA are working closely with the Pensions Dashboards Programme (PDP), the Pensions Administration Standards Association (PASA) and TPR to help administering authorities implement dashboards. They are participating in PDP webinars and integrated software supplier webinars.

Connection guides

The LGA published their LGPS connection guide in November 2023. This will be updated once PDP have published the final version of the standards and the staging guidance. A further guide covering AVCs and Dashboards will also be published. Both of these guides are expected to be published in April/May 2024.

Quarterly feedback from software suppliers

Updates - item 6 in the meeting documents, are provided from software providers detailing where they are in their development and support of pensions dashboards.

AVCs and dashboards sub-group

Ian Howe provided an update as to the progress of the AVCs and Dashboards group. The key message is that administering authorities should reconcile their main scheme members with their AVC members.

13. McCloud remedy (standing agenda item)

Survey

There was no survey issued this quarter.

Group discussion

- Do standing members want to continue with the McCloud survey to obtain the latest administering authority position? In deciding this answer the group were asked to consider if the survey results are useful, what the results are used for and what should be its content.

Group agreement

- The group agreed that the 'old survey was no longer appropriate and should not be issued.

Group action

- The group agreed if group members wanted a new survey for them to get together and devise a new survey – taking into account what the results are used for and what should be its content. Update to be supplied by those members who wish to continue with a McCloud survey at the June 2024 meeting. Standing members will vote on whether they wish to issue a new McCloud survey to administering authorities that meeting.

Club transfers calculations

Lorraine Bennett confirmed the LGA had published a non-club transfer spreadsheet for McCloud and they will not be producing a club spreadsheet for McCloud.

The LGA has had conversations with DLUHC about the provision of a club transfer spreadsheet. DLUHC's view is that GAD would need to provide this and it will be expensive.

Heywoods confirmed they can input a club transfer calculation to the administration system and they are waiting for the Class Management Group to confirm if they would like them to proceed. Cost and timings, as yet not known.

Civica confirmed they are currently working through the Club memorandum and have not approached their clients yet.

Equiniti are in discussions with their clients.

After discussion the majority of the group confirmed that club transfers are on hold because they are waiting for software changes.

A group member asked if the other club schemes could relax the 12 month club transfer rule.

Group action

- Lorraine to contact DLUHC to ask them to contact the other public sector pension scheme departments to ask if they would relax the 12 month club transfer rule.

Update from the LGA

Lorraine Bennett provided an update and answered questions with regards to the latest position on regulations, GAD guidance, statutory guidance, resources and implementation.

14. Scottish Widows

Six LGPS administering authorities are experiencing administration difficulties with Scottish Widows (SW) which appear to stem from an update to the online service in 2022. A letter of complaint, on behalf of the six authorities, was sent to SW in December 2023 outlining the issues. A breach has been raised with TPR by at least one of the six. Briefly, the issues are:

- lack of communication, including inadequate telephone support, calls not followed up, unanswered email correspondence, complaints not followed up
- lack of employer administrator access and payments returned
- failure to allocate payments, with payments being returned
- incorrect documentation sent to authority and member, members advised policies paid up when this is not the case
- annual benefit statements not issued since 2020
- failure to act on instructions, such as transfer requests
- incorrect processing of payments

The six authorities have asked if the group could pick up the mantle, in the same way they did with Prudential, and take this forward by setting up a sub-group to work with Scottish Widows to resolve administration issues.

The group discussed the matter in detail and agreed a member of the group would chair a group to take forward the issue. Heather Chambers volunteered to chair the Scottish Widows group. The Chair thanked Heather for her support.

Group agreement

- The group agreed to support this request with Heather Chambers chairing the Scottish Widows group. Other group members will be made up of representatives from administering authorities affected by the issue.

15. Transfer out - Conga audit trail

On 3 November 2023, Jayne Wiberg emailed standing members with an example 'Conga audit trail' for use in the completion of transfer out declaration forms by a private sector transfer company. Member were asked to supply comments agreeing

or disagreeing with its use for discussion at this meeting. The group agreed to go back to their POGs and request each administering authority raise specific queries that can be put to Pensions Bee addressing any concerns that, in their view, prevents the use of the Conga audit trail.

Update

Since the last meeting the LGA received communication from a POG thanking them for their engagement in this area. Though acknowledging there appears to be no easy solution that will satisfy all administering authorities. The group confirmed they would not support the use of the Conga trail as a means to replace existing procedures.

The LGA had an initial conversation with Pensions Bee and informed them of this feedback. They expressed their view that it is possible there may not be a way forward, though they would confirm if there was any feedback contrary to this after this Technical Group meeting.

Group agreement

- The group agreed to discuss the matter at their regional POGs and report back at the next meeting in June 2024.

16. Terms of reference discussion

The Terms of Reference were last approved in March 2019.

Advance notice

- Standing members of the group will be asked to vote on new terms of reference at the June 2024 meeting.

Group agreement

- Following receipt of a Terms of Reference report around the beginning of May 2024, standing members agreed to discuss the options at their regional POGs to be able to vote of the new terms of reference at the meeting in June 2024.

17. LGA technical queries (standing agenda item)

All [LGA technical queries](#) with DLUHC can be found on the 'technical group minutes' page of www.lgpsregs.org. The latest version is dated 21 March 2023.

All [LGA technical queries](#) with SPPA can be found on the ‘technical group minutes’ page of www.scotlgpsregs.org. The latest version is dated 4 May 2022.

To note.

18. LGA GAD queries (standing agenda item)

All LGA GAD queries for England & Wales can be found on the Actuarial guidance page of www.lgpsregs.org. The latest version is dated 6 April 2022.

All LGA GAD queries for Scotland can be found on the Actuarial guidance page of www.scotlgpsregs.org. The latest version is dated 6 April 2022.

To note.

19. Historical decisions (standing agenda item)

All [recommendations / agreements / outcome of decisions](#) made by the National LGPS Technical Group from 1 April 2014 to date can be found on the ‘technical group minutes’ page of www.lgpsregs.org and www.scotlgps.org.

To note.

20. Recommendations - SAB England and Wales (standing agenda item)

[Recommendations](#) made to the SAB England and Wales from April 2014 to date can be found on the ‘technical group minutes’ page of www.lgpsregs.org and www.scotlgps.org.

See update from DLUHC [agenda item 9](#) for further information.

To note.

21. Group membership (standing agenda item)

The current list of [group membership](#) can be found on the ‘technical group minutes’ page of www.lgpsregs.org and www.scotlgps.org.

- Suzanne Firth confirmed as the NEPOF representative.

22. Any other business (standing agenda item)

None.

23. Dates of 2024 meetings (standing agenda item)

Where the meeting is hybrid, the chair strongly encourages all members to attend in person.

7 June 2024 – Entirely in person

- 11.00 till 14.00 (coffee from 10.30)
- Mercer, Tower Place West, 50 Lower Thames St, London EC3R 5BU

Please email Jonathan.Perera@mercero.com copying in jayne.wiberg@local.gov.uk if you are attending the meeting in person together with your dietary requirements, by 12 noon on 22 May 2024. This allows the host to pre-prepare the meeting tags and order the lunch.

New agenda items, updates for existing agenda items and updates from Government Departments to be supplied to jayne.wiberg@local.gov.uk LGA by no later than 12 noon on 22 May 2024 using the [blank agenda template](#).

If you wish to use acronyms in an agenda item, make sure to explain what they mean within the document before using throughout.

4 October 2024 – Hybrid

- 11.00 till 14.00 (coffee from 10.30)
- PWC, 1 Embankment PI, London WC2N 6RH

Please email justine.l.davies@pwc.com copying in jayne.wiberg@local.gov.uk if you are attending the meeting in person together with your dietary requirements, by 12 noon on 30 September 2024. This allows the host to pre-prepare the meeting tags and order the lunch.

New agenda items, updates for existing agenda items and updates from Government Departments to be supplied to jayne.wiberg@local.gov.uk LGA by no later than 12 noon on 20 September 2024 using the [blank agenda template](#).

If you wish to use acronyms in an agenda item, make sure to explain what they mean within the document before using throughout.

6 December 2024 – Entirely in person

- 11.00 till 14.00 (coffee from 10.30)
- Aon - The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AN

Please email Catherine.pearce@aon.com copying in jayne.wiberg@local.gov.uk if you are attending the meeting in person together with your dietary requirements, by 12 noon on 20 November 2024. This allows the host to pre-prepare the meeting tags and order the lunch.

New agenda items, updates for existing agenda items and updates from Government Departments to be supplied to jayne.wiberg@local.gov.uk LGA by no later than 12 noon on 20 November 2024 using the [blank agenda template](#).

If you wish to use acronyms in an agenda item, make sure to explain what they mean within the document before using throughout.