

**PAC recommendation 3: opt out/participation rates****1. Participation data**

- A. What data do you currently collect on a) opt out rates and b) participation rates in your scheme (including age, gender, salary, disability, etc)
  - a. How regularly is this data collected?
  - b. Is it published anywhere?
  - c. Is triennial re-enrolment participation rates/opt out data collected?
  - d. If no data is routinely collected, please explain why (e.g. sensitivity, concerns over data confidence, etc)
- B. Are a) opt out rates and b) participation rates broken down by:
  - a. Pay grade
  - b. Age
  - c. Other characteristics (sex, race)?
  - d. Are there any issues you would foresee in breaking down data in these ways?
- C. What are the latest a) opt out rates and b) participation rates for your scheme?
- D. Are there any noticeable trends in a) opt our rates and b) participation rates
  - a. Across the scheme as a whole over?
  - b. Among certain groups?
  - c. Over career lengths?

In HIWFRS, we do not collect pensions data as described above. This is partly due to concerns regarding data quality, but mostly because it is not something we have considered collecting before. We have discussed with our local pension board and they also don't review this data, but have said they may be interested in doing so and if they do request it, then I think we would consider trying to collate it.

**2. Member perceptions**

- A. What initiatives are undertaken to understand members' views of their pension scheme (e.g. surveys, consultation, focus groups, etc)?
  - a. If any initiatives have been taken, please summarise the latest findings including any trends by pay grade, age or other characteristics.
  - b. If no initiatives have been undertaken, please explain why not or what plans are in place to introduce them.
- B. What initiatives are undertaken to understand why people opt-out of the public service pension scheme (e.g. exit surveys, focus groups)?
  - a. If any initiatives have been taken, please summarise the latest findings including any trends by pay grade, age or other characteristics.
  - b. If no initiatives have been undertaken, please explain why not or what plans are in place to introduce them.

We have not undertaken any initiatives to understand members view of their pension scheme and currently do not have any plans to do this. Again, we may consider this if our local pension board felt such an initiative would be of benefit.

### 3. Communicating pension value

- A. How is the value of the public service pension scheme communicated to prospective job applicants? Please include example text from job listings where possible.
  - a. Is there a standardised approach across employers in the scheme? If not, what levers would you have to introduce one?
  - b. Is the value of the public service pension communicated numerically? If so, how (employer contributions, accrual rates, etc)?
- B. What steps are in place to monitor the effectiveness of how the value of the pension is communicated to prospective job applicants (e.g. perception of the reward package, benchmarking etc)?
- C. Has the way the value of the pension is described been changed in response to these?
- D. Are there any distinct approaches taken to target specific demographics or applicants with specific skills?
- E. How is the value of the public service pension scheme communicated to existing members of the scheme? Please list specific examples of member engagement & comms where possible.
- F. What steps are in place to monitor the effectiveness of how the value of the pension is communicated to existing members, (e.g. perception of the reward package, participation rates, etc)?
- G. Are there any specific areas where:
  - a. Your department would value guidance or of best practice?
  - b. Your department would be willing to share guidance or best practice with others?

The value of the pension scheme is not communicated as a valuable benefit to prospective applicants. We make reference to the fact there is a pension scheme, but have not linked to a broader reward package. We would be keen to receive best practice or guidance on how to promote the value of the pension scheme to employees (prospective and existing) to make our overall employment offer more attractive.

		Impact					
		Negligible	Minor	Moderate	Major	Catastrophic	
		1	2	3	4	5	
Likelihood	Rare	1	1	2	3	4	5
	Unlikely	2	2	4	6	8	10
	Possible	3	3	6	9	12	15
	Likely	4	4	8	12	16	20
	Almost certain	5	5	10	15	20	25

## Risk Register for Fire Pensions

Risk number	Date identified	Risk area	Risk description	Likelihood	Impact	Risk score	Control measure / mitigation	Likelihood after mitigation	Impact after mitigation	Risk score after mitigation	Risk owner
1	12/05/2017	Operations	Failure to administer the pension scheme in a proper and effective manner	2	3	6	a) Liaison with employer b) End of Year c) Employer web (UPM access) d) Fire Employer Group & Pensions Admin Group e) Fire Pension Board f) Management oversight and escalation to Chief Finance Officer for HIWFRA or Standard's & Governance Committee or Director of Operations as appropriate g) Diversification – we run a Shared Services arrangement h) Ability to call in temporary staff for peak workloads i) Business continuity plan	1	3	3	Scheme Manager
2	12/05/2017	Financial	Failure to pay the right amounts on time and in line with legislation	3	3	9	Pensions Services: - a) Testing software b) Internal and External Audits c) Standardisation of systems and processes d) All processes and calculation have a “doer” and a separate “checker” e) Monthly mortality screening for pensions in payment f) Declaration of Entitlement forms annually to pensioners and beneficiaries living overseas or upon mail being returned g) Participation in National Fraud Initiative reporting	2	3	6	Pension Administrator
3	12/05/2017	Funding	Failure to adequately account for fund pension contributions	2	4	8	a) Strong financial plan for HIWFRA b) Planned budget c) Aim to complete all Home Office returns on time	1	4	4	Scheme Manager
4	12/05/2017	Regulatory and Compliance	Failure to identify and interpret and implement legislation correctly	3	4	12	a) Scheme Advisory Board b) Local Government Association (LGA) c) Regional Fire Pension Officer Group d) Fire Technical Group e) Fire Communication Working Group f) Fire Pension Board g) Employer Pension Manager as a dedicated resource liaising between - Fire Employer Group & Pensions Admin Group, pulling together - Key Accountabilities for IBC Pensions Admin Team, HR and Hampshire Pension Services	1	4	4	Scheme Manager
5	08/10/2020	McCloud	Failure to adequately resource and successfully implement the McCloud remedy to all affected members within the timescales prescribed	4	4	16	a) Staff recruited specifically for McCloud tasks or to backfill positions so more experienced staff can be released for project b) Communications are developed in a timely manner c) Project is managed effectively with robust plans, reporting and escalation d) Key involvement from the Employer Pension Manager with both the Fire Technical Group and Fire Communications Working Group to ensure all information is received e) Work across departments to be co-ordinated from the McCloud Remedy Working Group	2	4	8	Scheme Manager
6	25/03/2022	Matthews	Failure to obtain all relevant information from IoW Council or to adequately resource and successfully implement the Matthews remedy for HIWFRA to all affected members within the timescales prescribed.	3	3	9	a) Liaison with IoW Council, IBC Pensions Admin Team and Hampshire Pension Services b) Communications are developed in a timely manner c) Project is managed effectively with robust plans, reporting and escalation d) Key involvement from the Employer Pension Manager with both the Fire Technical Group and Fire Communications Working Group to ensure all information is received e) Work across departments to be co-ordinated from the Fire Employer Group	2	2	4	Scheme Manager

BEFORE MITIGATION		Impact				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	Rare 1					
	Unlikely 2			1. Failure to administer the pension scheme in a proper and effective manner	3. Failure to adequately account for fund pension contributions	
	Possible 3			2. Failure to pay the right amounts on time and in line with legislation  6. Failure to obtain all relevant information from IoW Council or to adequately resource and successfully implement the Matthews remedy for HIWFRA to all affected members within the timescales prescribed.	4. Failure to identify and interpret and implement legislation correctly	
	Likely 4				5. Failure to obtain all relevant information from IoW Council or to adequately resource and successfully implement the McCloud remedy to all affected members within the timescales prescribed	
	Likely 4					
	Almost certain 5					

AFTER MITIGATION		Impact				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	Rare 1			1. Failure to administer the pension scheme in a proper and effective manner	3. Failure to adequately account for fund pension contributions  4. Failure to identify and interpret and implement legislation correctly	
	Unlikely 2		6. Failure to obtain all relevant information from IoW Council or to adequately resource and successfully implement the Matthews remedy for HIWFRA to all affected members within the timescales prescribed.	2. Failure to pay the right amounts on time and in line with legislation	5. Failure to obtain all relevant information from IoW Council or to adequately resource and successfully implement the McCloud remedy to all affected members within the timescales prescribed	
	Possible 3					
	Likely 4					
	Likely 4					
	Almost certain 5					