

MINUTES OF PENSION BOARD MEETING 10 September 2025

Present:

Matthew Deadman (MD)	KFRS (Employer Representative) Chair
Neil Griffiths (NG)	KFRS (Employer Representative) Vice Chair
Barrie Fullbrook (BF)	Head of Finance, Treasury and Pensions
Leanne McMahon (LMc)	KFRS (Employer Representative)
Tim Green (TG)	FBU (Deputy Representative)
Jason Bardell (JB)	FF Pension Scheme Member
Sarah-Jayne Hills (SJH)	Senior Accountant
Amy Killick (AK)	Payroll & Pensions Manager
Amy Checksfield (AC)	CMB EA

Also in Attendance:

Chris Betts (LPPA)
Scott Mackrael (LPPA)

Apologies:

Lawrence Pater FOA
Steve Burwell FOA
Tom Edwards KFRS
Dylan McEvoy FRSA
Jordan McEvoy FRSA
Danny Barrett FBU

NEXT MEETING	Date: 3 December
	Venue: MS Teams
	Time: 3pm

1. Guest Speakers: Chris Betts & Scott Mackrael (LPPA)

Chris:

- SLA performance 99.8%.
- In terms of the contact centre, average wait time was 2.32 minutes. First quarter is busiest time of the year. Pensioners enquiring, payslips etc.
- Satisfaction measured. Overall for the contact centre: 72%. Agents are assessed separately and score higher. Biggest challenge is low response rates, those feeding back tend to be negative rather than complimentary as they are the ones who have not had their case resolved.

Scott:

- McCloud, areas of interest is payment for people who made election now for IDRSS.
- In process of getting our first member onto payroll this month. Currently have 23 members from KFRS who made elections and all forms back that could be paid. Majority subject to offsetting guidance for tax. Payments will be next month due to additional complexity.
- The ones who have not received IDRSS will be complicated cases needing multiple calculations. We will be receiving a full list of all members who haven't received IDRSS and reasoning for the delays.
- LPP point of view for delay is this is a resource issue and waiting on guidance from Government.
- Matthews: Making good progress in paying immediate pensioner members. Only have 39 members remaining who we received forms for. These 39 should be across for next payroll period (October).
- ABS' – Completed ABS run for 31 August deadline, we received figures/updates. Percentages for active members 94.9% and 95.8% for non active. Aim to get outstanding ABS' by end of the year. Communications to affected members has gone out. Scott to confirm what specifically went to retained modified members.

Chris:

- Within Q1 report, report on registration logins for pension portal. Secure portal, 2.5k registered.
- Pension portals calculator update; It was escalated to the CEO and CTO, something will be developed this calendar year. Will be kept updated on progress.

End of guest speakers slot.

- Due to some issues with individual's accounts, it raises the issue on how we hold LPP to account on the quality on what they produce. How do we know statements are accurate when they go to Members not KFRS?
- Look to do spot checks on ABS. Check representative sample to see if they are accurate. BF to action this. FBU would support this (TG).

2. Declarations of Interests on Items on this Agenda

- No declarations of Interests.

3. Changes to the Board Membership

- No changes to the membership.

4. Minutes of the Pension Board Meeting held on 03 June 2025.

- All agreed, no amendments. Fine to be published.

5. Pension Board Action Log - Update on Progress

- Yellow are historic items. AK to review to check they have been actioned. White is not completely finished and green is completed.
- TG confirmed he has completed some modules but not marked this. He will speak to DB on his training. FRSA members to also complete training.
- AK to update sheet and add additional comments to incomplete ones. Also to add dates so we know how long they have been open.

6. LPPA Quarterly Report

- Information covered in slides and with LPPA speakers.

7. Update on Cases (standing item)

- No outstanding IDRPCs and no new ones.

8. AOB – TOR

- MD to circulate the new ToR. Quorum 50% employees, 50% employers plus chair. MD to send messaging highlighting the importance of attendance and to give apologies ahead of time.