

## FPS Bulletin 85 – September 2024

Welcome to issue 85 of the Firefighters’ Pensions Schemes bulletin.

If you are looking for information on a certain topic, issue and content indexes are held on the [main bulletin page](#) of the website and are updated following each new issue.

If you have any comments on this bulletin, suggested items for future issues, or a job you would like to advertise, please email [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk).

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### Contents

<b>Calendar of events</b>	<b>2</b>
<b>Actions arising</b>	<b>4</b>
Scheme Managers:.....	4
Administrators:.....	4
Local Pension Boards:.....	4
<b>FPS</b>	<b>5</b>
Firefighters' Pensions - McCloud compensation arrangement claims for Q2 FY24/25 .....	5
Age Discrimination Remedy – Immediate Choice - Protected members .....	5
Age Discrimination Remedy – Immediate Choice Remediable Service Statement Rollout .....	5
Matthews – Project implementation data request .....	6
Matthews – GAD calculator – Manual case update .....	6
Update your contact details .....	6
General technical query log .....	6
Matthews and Age discrimination remedy Query logs .....	7
<b>FPS England SAB updates</b>	<b>8</b>
Meeting on 12 September 2024.....	8
Local Pension Board (LPB) – Knowledge and Understanding.....	8
SAB website .....	9
<b>Other News and Updates</b>	<b>9</b>
Firefighters’ Pensions Team .....	9
Errors in Teachers Pensions Transfer Quotations .....	9
MAPS launches digital Pension Wise appointments.....	9
Job Opportunity – Pensions Policy and Support Officer .....	10

<b>Pensions Dashboards Programme</b>	<b>10</b>
The Pensions Dashboard Programme – Frequently Asked Questions Newsletters .....	10
<b>The Pensions Regulator (TPR)</b>	<b>11</b>
Newslink .....	11
Regulatory Roundup.....	11
Pensions Dashboards.....	12
<b>HMRC</b>	<b>12</b>
Public Service Pensions Remedy newsletter – September 2024 .....	12
Pensions Schemes newsletter 162 – September 2024 .....	13
<b>Events</b>	<b>13</b>
Local Pension Board (LPB) Training Sessions .....	13
Firefighters Pensions AGM – 18 and 19 September 2024.....	14
FPS coffee mornings .....	21
Heywood Drop in Sessions.....	21
<b>Useful links</b>	<b>22</b>
<b>Contact details</b>	<b>23</b>
Raising a query .....	23
<b>Copyright</b>	<b>23</b>
<b>Disclaimer</b>	<b>23</b>

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## Calendar of events

Please see below a calendar of upcoming events relevant to the Firefighters' Pension Schemes. Only those events which are hyperlinked are currently available to book. If you have any events you would like to be included in a future bulletin, please email [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk).

Table 1: Calendar of events

Event	Date
<a href="#">FPS Coffee Morning</a>	3 October 2024 22 October 2024
FPS Technical Working Group	25 November 2024
SAB	12 December 2024
FPS Communications Working Group	3 October 2024 3 January 2025
<a href="#">Local Pension Board training</a>	23 January 2025 (MS Teams) <i>(fully booked)</i> 25 March 2025 (MS Teams) <i>(fully booked)</i> 16 June 2025 (MS Teams) <i>(fully booked)</i> 17 September 2025 (in person) 22 January 2026 (MS Teams)

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## Actions arising

### **Scheme Managers:**

[Firefighters' Pensions - McCloud compensation arrangement claims for Q2 FY24/25:](#) should prepare themselves to submit their compensation data by 31 October 2024

[Age Discrimination Remedy – Immediate Choice Remediable Service Statements \(IC-RSS\) Rollout:](#) are encouraged to read the guidance ahead of the meeting.

[Matthews – Project implementation data request:](#) are asked to complete and return the template which can be accessed via this link [Project Implementation data request](#).

[Matthews – GAD calculator – Manual case update:](#) should ensure that they review the GAD update and begin to collect, prepare and format this information.

[Local Pension Board – Knowledge and Understanding:](#) are asked to make their LPB members aware of the new content of the [training](#) section of the [FPS Board](#) website.

[Firefighters' Pensions Team:](#) before [raising a query](#), please ensure you:

- review the query logs
- complete a [query form](#)
- use the [Bluelight inbox](#)

[Pensions Dashboards:](#) should familiarise themselves with the guidance and to their duties.

[Local Pension Dashboard Training:](#) are asked to make their LPB members aware of the training sessions and encourage them to book onto a session.

### **Administrators:**

[Age Discrimination Remedy – Immediate Choice Remediable Service Statements \(IC-RSS\) Rollout:](#) are encouraged to read the guidance ahead of the meeting.

[Firefighters' Pensions Team:](#) before [raising a query](#), please ensure you:

- review the query logs
- complete a [query form](#)
- use the [Bluelight inbox](#)

### **Local Pension Boards:**

[Local Pension Board – Knowledge and Understanding:](#) are encouraged to make themselves aware of the new content of the [training](#) section of the [FPS Board](#) website.

[Click here to return to Contents](#)

[Pensions Dashboards](#): should familiarise themselves with the guidance and to their duties.

[Local Pension Dashboard Training](#): should make themselves aware of the training sessions and are encouraged to book onto a session.

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## FPS

### Firefighters' Pensions - McCloud compensation arrangement claims for Q2 FY24/25

On 30 September 2024, Home Office [emailed](#) FRA finance contacts to confirm that FRAs will be able to claim any legitimate expenditure relating to Sargeant (McCloud) compensation payments, and that the DELTA process is expected to go live shortly, and the deadline is **31 October 2024** for Q2 FY24/25.

**ACTION:** Scheme managers should prepare themselves to submit their compensation data by **31 October 2024**.

### Age Discrimination Remedy – Immediate Choice - Protected members

Following a technical query received we have sought legal advice and can confirm that powers do not exist under the PSPJOA 2022 for a member to revisit their commutation decision if there is no retrospective change to their benefits. This therefore means that the PSPJOA 2022 **does not** provide for a member of a 'Chapter 1 legacy scheme', who was a fully protected member, and who does not elect for new scheme benefits in relation to their 'remediable service', to revisit their commutation decision.

### Age Discrimination Remedy – Immediate Choice Remediable Service Statement Rollout

On 23 September 2024, we [emailed](#) scheme managers and administrators to inform them that we have received HMRC final version of their offsetting guidance, and that we wanted to share this as soon as possible to allow for stakeholders to be able to have as much time as possible to read and digest the guidance.

We followed this email with an invite to scheme managers and administrators to a joint roundtable discussion with NPCC which is to be held on 3 October 2024 between 2pm and 4pm. This meeting will go through the guidance and explain the practicalities of what you need to do and how you need to do it.

On 19 September 2024, HMRC published their [Public Service Pensions Newsletter](#) which included the [guidance](#).

**ACTION:** Scheme managers and administrators are encouraged to read the guidance ahead of the meeting.

### Matthews – Project implementation data request

Further to our request in [FPS Bulletin 82 - June 2024](#) we would now like to collect the data for period 1 July 2024 to 30 September 2024.

Please complete the return which you can access via this link [Project Implementation data request](#). Earlier templates will not capture the detail we are now asking you to provide.

**ACTION:** FRA's to complete the Project Implementation data request and return to the [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk) by **19 October 2024**

### Matthews – GAD calculator – Manual case update

In [FPS Bulletin 83 - July 2024](#) we informed you that GAD have now provided a [manual cases update](#). This is to help FRAs prepare these cases depending on their type, this information and details of these cases can be found on the [Special members of FPS 2006 – GAD calculator](#) in the Second Options Exercise – Resources.

Please continue to gather the information as instructed which will ultimately need to be forwarded to GAD, however we will provide further instruction regarding this shortly.

**ACTION:** Scheme managers should ensure that they review the GAD update and begin to collect, prepare and format this information.

### Update your contact details

Readers will be aware that we carried out an exercise to update your contact details in [FPS Bulletin 76 – December 2023](#).

Going forward if you need to update your contact details, please complete the [contact details form](#) and return to [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk).

### General technical query log

The [current log of queries and responses](#) can be accessed by practitioners in the member-restricted area of the FPS Regulations and Guidance website. The queries have been anonymised and divided into topics. The log is updated monthly in line with the bulletin release dates.

Queries have been answered this month in the following categories:

- Ill Health retirement

## Matthews and Age discrimination remedy Query logs

We have three query logs:

- Age Discrimination remedy technical query log
- Matthews technical query log
- Matthews GAD calculator query log

These logs record the technical queries we have been receiving under the age discrimination remedy, the Matthews exercise and the calculator queries that GAD have been receiving for in respect of the Matthews exercise.

The technical query logs can be accessed by practitioners in the restricted area of the FPS regulations and guidance website under the sections '[Age Discrimination remedy technical queries](#)' and '[Special members of the FPS 2006 technical queries](#)'.

The Matthews GAD calculator query log can be accessed through the tab 'Calculator query log' in the Special members of [FPS 2006 - GAD calculator](#) section of the FPS Regulations and Guidance website.

The queries have been anonymised. The log is updated monthly in line with the bulletin release dates.

If you do not have access to the member restricted area of the FPS regulations and guidance website, you can request access by contacting the [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk) inbox.

As a reminder if you have a query relating to either the [Age Discrimination remedy](#) or [Matthews](#) GAD calculators you can email GAD using their dedicated inboxes

[FirePoliceMcCloudTaxInterest@gad.gov.uk](mailto:FirePoliceMcCloudTaxInterest@gad.gov.uk)

[Firematthewscalculator@gad.gov.uk](mailto:Firematthewscalculator@gad.gov.uk)

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## FPS England SAB updates

### Meeting on 12 September 2024

The Scheme Advisory Board (SAB) last met on 12 September 2024 and their meeting covered:

- Home Office update
  - Employee Contribution Review
  - 2025/26 workplan
  - Matthews Policy
- Board expenditure for 2023/24 and recommendations for 2024/25
- Induction material

### Local Pension Board (LPB) – Knowledge and Understanding

As part of [day one of the Firefighters' Pensions AGM](#), delegates at the governance session ask for a dedicated section for training tools to assist the LPB to improve their knowledge and understanding.

Well, you asked, and we have delivered.

As part of the existing [training](#) section of the [FPS Board](#) website we have added some additional guidance based on the TPR general code, and have broken this down into sections as follows:

- Areas of knowledge and understanding required
- Degree of knowledge and understanding required
- Acquiring, reviewing and updating knowledge and understanding
- Demonstrating knowledge and understanding

We have also added a tab which brings all the training resources together, including links to the TPR public service toolkit, CIPFA guidance, LGA tools and more.

We have then added a dedicated tab that includes the dates for upcoming [LPB training sessions](#), how to book and the slides from previous training sessions.

**ACTION:** Readers are asked to make their LPB members aware of the new content of the training section of the website.



## SAB website

You can use the links below to find out about the latest updates on the work of the SAB and its committees on the SAB website:

- [SAB membership](#)
- [SAB meeting and agenda papers](#)
- [Committee meetings and agenda papers](#)

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## Other News and Updates

### Firefighters' Pensions Team

On 30 August 2024, Claire Johnson [emailed](#) scheme managers, updating the sector on the Firefighters' Pensions team arrangements whilst she is on maternity leave.

We are very pleased to announce that Claire has had her baby, a gorgeous little girl, and both mum and baby are doing well.

We would like to emphasise how important it is during this time that when [raising a query](#) that you first review the relevant query logs, the links of which are covered earlier in the Bulletin. If your query is not already covered then please complete a [query form](#) and send to the [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk) inbox, this will then mitigate any risk of your query getting lost in our individual inboxes.

**Action:** All stakeholders, before raising a query, please ensure you:

- review the query logs
- complete a [query form](#)
- use the [Bluelight inbox](#)

### Errors in Teachers Pensions Transfer Quotations

On 13 September 2024, we [emailed](#) administrators to make them aware of errors in Club transfer out quotations that they have supplied for members protected by the McCloud (Sargeant) remedy.

We appreciate that transfers from Teachers Pension Scheme (TPS) to Fire may be limited, but we wanted to make administrators aware of this.

## MAPS launches digital Pension Wise appointments

[Click here to return to Contents](#)

On 9 September 2024, the Money and Pension Service (MAPS) launched digital Pension Wise appointments. Digital appointments will offer equivalent guidance to that offered by telephone and face-to-face appointments.

Digital appointments can be accessed at any time, opening the service to those who cannot commit to a working-hour appointment. Individual progress through the platform can be saved and returned to when convenient.

Pension Wise appointments, including digital appointments, can be accessed by anyone over 50 with a defined contribution pension.

See the [press release from MAPS](#) for more information.

### **Job Opportunity – Pensions Policy and Support Officer**

The LGPS Board Secretariat Team is recruiting a new member of staff whose role will be to scope out a new peer support offer for LGPS administering authorities.

The successful candidate will carry out some project scoping work, which is likely to include speaking to LGPS administering authorities, developing pilots to show proof of concept, and helping to design a new peer support model. They will then contribute to the co-ordination and delivery of this new offer. The work will require a range of skills including project planning, policy development and ultimately supporting delivery of a valuable service to the LGPS community.

The role is expected to also include helping improve the Board's digital communication and social media presence. The closing date is 5pm on **11 October 2024**.

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## **Pensions Dashboards Programme**



### **The Pensions Dashboard Programme – Frequently Asked Questions Newsletters**

PDP publish regular [FAQ newsletters](#) about the Pensions Dashboards and the Programme which you can find on their [website](#).

In their [September newsletter](#) they cover:

- Code of connection
- Technical standards
- Chris Curry speaking engagements
- Pension Attention Awareness
- Dashboards in the news
- The Pensions Regulator (TPR) update

## The Pensions Regulator (TPR)



### Newslink

On 9 September 2024, TPR shared their [monthly newsletter](#).

In this month's newsletter they shared information on

- The FCA's value for money consultation
- A blog for trustees on preparing for pensions dashboards
- Automatic enrolment duties for seasonal or temporary staff

### Regulatory Roundup

On 27 September 2024, TPR shared their [regulatory roundup](#).

In this month's edition they cover:

- DB trustees: start preparing for your next valuation
- Schemes fined in TPR drive on value
- Trustees warned to ensure they meet climate reporting regulations
- Increased investment focus can improve saver outcomes and boost growth

- Comment now: value for money framework consultation
- We've published the pensions dashboards compliance and enforcement policy
- Elevating pension scheme administration: our new initiative
- Read our annual Scheme Funding Analysis report
- Everything you need to know about the 2024 defined contribution scheme return
- Public service pension schemes: look out for your scheme return
- HMRC: pensions scheme administrators must take action now

### **Pensions Dashboards**

TPR have now started their nudge campaign, with the first email being sent to scheme managers in July. Within the email it provides scheme managers with confirmation of their connection date, there is also a link with the ability to nominate two additional contacts to receive the information from TPR. Scheme managers are encouraged to ensure that they read the nudge communications, understood the actions required and have updated their contact details.

We would like to remind scheme managers that they are responsible for Pensions Dashboards and local pension boards should assist the scheme manager in this, therefore we would encourage all parties to familiarise themselves with their duties. TPR have issued some [initial guidance](#).

**Action:** Scheme managers and Local Pension Boards should familiarise themselves with the guidance and to their duties.

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## **HMRC**

### **Public Service Pensions Remedy newsletter – September 2024**

On 19 September 2024, HMRC published their [Public Service Pensions Remedy newsletter](#) for September 2024.

Within this newsletter they cover:

- An update on the HMRC Member Tax Adjustment Calculator
- Reporting interest on savings income
- Reclaiming unauthorised payments charges (including offsetting) under the mandating procedure

## **Pensions Schemes newsletter 162 – September 2024**

On 17 September 2024, HMRC published their [Pensions schemes newsletter 162](#) for September 2024.

Within this newsletter they cover:

- Lifetime Allowance abolition
- Relief at source – annual return of information for 2023 to 2024
- Managing Pension Schemes service

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## **Events**

### **Local Pension Board (LPB) Training Sessions**

We were delighted to welcome over 30 delegates to our first in person, new format, Local Pension Board training at our offices in Smith Square on 18 September 2024.

We saw some amazing engagement amongst the tables of delegates, as they introduced themselves, discussed their roles on their LPB's and what challenges they faced before feeding back to the group.

We then provided a summary of why we were there, the role of an LPB and how the schemes have evolved over the years, before handing over to Joanne Livingstone, Chair of the Scheme Advisory Board (SAB), who gave an overview of the work of the SAB. Joanne left the group with a question "How can we have a mutually beneficial relationship?"

We then heard from Tony Curry, the Chair of the LPB Effectiveness Committee, who has been in his role for about nine months, and has helped implement the new style LPB training, and develop template materials for LPB's to use.

Tony then passed to Chris Curry from the Pensions Dashboard Programme, who provided an update as to where they are and their recent publications of their standards and guidance.

We then had a well-earned lunch, before welcoming Angela Bell from the Pensions Regulator (TPR) who set out the expectations on LPBs in their role assisting scheme managers in the implementation of Pension Dashboards.

Angela passed over to her colleague Nick Gannon, who introduced the work of TPR, whilst this session would usually be earlier in the day, we had to do some clever rescheduling to accommodate some other commitments that Chris and Angela had, getting their message out to the pensions sector.

It then came back to us where we covered the hot topics of Sargeant and Matthews and shared our resources to help LPB members in their role on the Board.

We are pleased to confirm our 2025 dates as follows:

- Thursday 23 January 2025 10:00 – 14:00 (MS Teams) *(Fully booked)*
- Tuesday 25 March 2025 10:00 – 14:00 (MS Teams) *(Fully booked)*
- Monday 16 June 2025 13:00 – 17:00 (MS Teams) *(Fully booked)*
- Wednesday 17 September 2025 11:00 – 15:30 (in person – 18 Smith Square)
- Thursday 22 January 2026 10:00 – 14:00 (MS Teams)

We could never have imagined how popular the new training sessions were going to be, and this is shown by the fact that our planned virtual sessions are already fully booked for 2025. We have therefore decided to add some refresher sessions, the dates of which will be added in the October bulletin, once they have been agreed.

The refresher sessions will be aimed at those LPB members who have already received one of our LPB training sessions.

To book:

Please email [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk) for the MS Teams sessions and we will announce when the booking link goes live for the 2025 in-person session at the LGA offices, 18 Smith Square, Westminster, SW1P 3HZ.

**ACTION:** Readers are asked to make their LPB members aware of the training sessions and encourage them to book onto a session.

### **Firefighters Pensions AGM – 18 and 19 September 2024**

Our two-day event started differently this year, as instead of the usual regional chairs meeting and technical working group meeting, we held our first, new style, in person [Local Pension Board training session](#).

You can read more on this earlier in the Bulletin.

#### **Day one**

We were very pleased to welcome 43 delegates to the first day, some of whom had been with us for the LPB Training. The governance session is aimed at scheme managers and Local Pension Board members.



The group were warmly welcomed by Joanne Livingstone, the Chair of the Firefighters' Pensions (England) Scheme Advisory Board, who was accompanied by Tara Atkins, Firefighters' Pensions Advisor, whilst Sandra Sedgwick, Firefighters' Pensions Advisor was taking photos throughout the conference.

The audience heard from Angela Bell, Industry Outreach Lead, Pensions Dashboards from the Pensions Regulator (TPR) who set out the expectations on scheme managers in their role to implement Pensions Dashboards.



Clodhna Judge, Head of Supervision/Market Oversight and Hale Altunic, AR Principal/Market Oversight from the TPR gave the audience an overview as to why they are interested in administrators and that their objectives are not to scrutinise but to gain a deeper understanding, identify the challenges that administrators are facing and drive the importance of collaborating to achieve higher standards in administration.





We were then joined by Clair Alcock, who many the audience will be aware of following her role as the Senior Firefighters' Pensions Advisor at the LGA, until she moved to a new role with NPCC. Clair is also the Independent Chair for the London Fire Brigade's Local Pension Board (LPB).



Clair shared with the audience her knowledge of being an independent LPB chair, and the importance of what the LPB can add, when supporting the scheme manager in their role. Clair shared several best practices, which we have asked if she would be happy to share with the LPB Effectiveness Committee, so that we can share with other LPB's in the sector.

The day was ended with a drink's reception, where we had the opportunity to network with new and existing colleagues of the Fire Pensions Community.

You can review the slides from day one of the conference on the [events](#) section of the [FPS regulations and guidance](#) website.

[Click here to return to Contents](#)



## Day Two

On Day two of the conference, we saw 83 delegates from across all areas of the Fire Pensions Community join us at the LGA offices in Smith Square.

Joanne Livingstone, Chair of the Firefighters' Pensions (England) Scheme Advisory Board opened the event with a warm welcome, and by introducing our speakers for the day.

Our first session welcomed Helen Fisher and Simon Primmer who are both Head of Police and Fire Pensions. They provided an overview of their workplan for the coming year, which includes two consultations to cover the Matthews policy updates, and a review of the employee contributions bandings. The audience asked them some good questions, which Helen and Simon were open and transparent in their responses.



After a short refreshment break, we broke off into two workshops:

Heywood - Engaging with members in a digital world – redefining self-service.

Ash Threadgold, Head of Product and Sailesh Ladd, Customer Relationship Manager, lead a very interesting session on the use of AI, and how using it in the right way can increase User Experience, Reduce Admin Effort and Increase member Engagement.

Ash demonstrated their Artificial Intelligence (AI) Local Government Pension Scheme (LGPS) video Annual Benefit Statement (ABS), which really was quite clever! This illustrated how you can make a complex subject simple.

The audience then discussed whether this could be extended to the Firefighters ABS Remediable Service Statement (RSS) and that colleagues within Heywood have already started to discuss the development of this.

We also discussed where AI probably is not needed, i.e. an AI cat flap!

The group were demonstrated the Heywood engage, which is the next step of member self service, which they are hoping to roll out to all clients by 2026.

It really was an engaging thought-provoking session, and the group were left being asked what else should Heywood be looking at to develop in the future.

#### Civica – A future Vision for Pensions



Richard James and Lissa Evans lead the audience in a session on how they can improve the digital service to support members over the next twenty years. Setting out what Civica's future vision is with their software development.

Richard shared an interesting presentation on how technology has developed over the years, from our nervousness of the Furby to welcoming "Alexa" into our homes, demonstrating how quickly we have become comfortable with these modern devices. Touching on the use of AI, Richard spoke about how this may be of benefit to all of us in our work in pensions.

Working in groups the audience were asked to look into the future and then, feedback on how and where technology could support both the member and the service. This was thought provoking, and some interesting suggestions were shared from the use of AI to, interrogate and compare data from many different systems to verbally answering pension queries.

We then broke for lunch, where the audience had the opportunity to network, and look at the exhibitors, Isio, First Actuarial and ITM, where they could help themselves to some promotional goodies, including some very cute teddy bears.

First Actuarial - provide [financial wellbeing services](#), which they offer to a range of organisations across the private and public sector. First Actuarial are also the actuarial advisors to the Firefighters' Pensions (England) Scheme Advisory Board.

ITM - are [pension data experts](#), providing specialist data management, systems and pension technology solutions within UK financial services. ITM have been helping some of the FRAs with their data for the Sargeant and Matthews remedy and are one of several companies that can assist in data cleansing.

Isio - is a [leading independent UK provider](#) of actuarial consulting, pensions administration, investment advisory, employee benefits and wealth management services.

Before we were welcomed back from lunch, the Joanne had the important job of choosing the winners in First Actuarial's prize draw, for champagne and chocolates.

The Chair then welcomed Jane Marshall, Partner, and Head of Pensions from DAC Beachcroft, who provided a legal update covering some recent Pension Ombudsman cases, not that had necessarily been upheld, but ones where lessons can be learnt from the processes followed, particularly in the current Matthews exercise.

Craig Moran, and James Allen from First Actuarial were then welcomed to the stage, where they gave a session on the run up to the Firefighters Pensions Valuation. They took a complicated subject and made it straight forward and finished their session with some 'Higher or Lower' engagement from the audience. (We were just missing Bruce Forsyth).



The Chair then reflected on what we learnt from their session, "it depends" and "we expect you to die".

The audience then heard from a panel on Pensions Dashboards, we had an update from Joe Stacey, Senior Engagement Manager at Pensions Dashboards Programme (PDP), on where they are in the project. Followed by Jo Eldridge, who set out the expectations from TPR in the implementation.



The audience were then engaged with John Dale, Pensions Dashboard Lead at Heywood, who provided a demonstration on the setting and testing of matching rules. This gave the audience some visual tools to bring the project to life.



Adam Gifford from the Money and Pensions Service, then really brought the project to life, by providing a demonstration on what the Money and Pensions Service, Pensions Dashboard may look like.

The panel were then opened for questions.

The afternoon continued, hearing from Colin Dobbie, Senior Consultant and Actuary from Isio, where he led a session on 'the Problem with People and Pensions'. This session demonstrated to the audience, how we think, why we find it difficult to engage with financial decisions and what we can do about it.



Colin explored a series of areas including the cognitive biases and, the bandwagon effect, which we often see amongst firefighters', particularly when looking at Sargeant remedy. It was a great session, and really got some cogs going.

This was followed by a session from Ben Harris, Partner at Aon, where he covered two cases studies that included tracing and paying ex members, very similar to the Matthews exercise, and giving some food for thought, as to how FRAs could utilise third party services to help them. The second case study reflected on the workshops held earlier, with regards to how member self-service can help towards solving the capacity crunch.

[Click here to return to Contents](#)



Joanne Livingstone closed the meeting by thanking all the delegates for attending, and more importantly engaging in the thought-provoking sessions over the conference and wished everyone a safe trip home.

The slides for day two are available on the [events](#) section of the [FPS regulations and guidance](#) website.

### **FPS coffee mornings**

Our MS Teams coffee mornings are continuing in October 2024. The informal sessions lasting up to an hour allow practitioners to catch up with colleagues and hear a brief update on FPS issues from the LGA Bluelight team.

We will be holding two sessions on:

3 October 2024 2pm – 4 pm - This is a joint session with NPCC, as mentioned [earlier](#) in the bulletin.

22 October 2024 10am – 11am

We are pleased to include the presentations from recent sessions below:

### **[11 September 2024 - Contributions Adjustments](#)**

If you do not already receive the meeting invitations and would like to join us, please email [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk). Please note that attendance at the coffee mornings is generally restricted to FPS practitioners and managers.

### **Heywood Drop in Sessions**

Heywood is hosting informal Sargeant drop-in sessions on the third Thursday of every month.

The sessions are an opportunity for Heywood customers to discuss overall progress on the Sargeant implementation project, share experiences, provide feedback, and enable Heywood to provide support in real time.

If you are a Heywood administrator and would like to receive the joining details and meeting link, please contact your Heywood Customer Relationship Manager.

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## Useful links

- [The Firefighters' Pensions \(England\) Scheme Advisory Board](#)
- [FPS Regulations and Guidance](#)
- [FPS Member](#)
- [Khub Firefighters Pensions Discussion Forum](#)
- [FPS1992 guidance and commentary](#)
- [The Pensions Regulator Public Service Schemes](#)
- [The Pensions Ombudsman](#)
- [HMRC Pensions Tax Manual](#)
- [LGA pensions website](#)
- [LGPS Regulations and Guidance](#)
- [LGPC Bulletins](#)
- [LGPS member site](#)
- [Scottish Public Pensions Agency - Firefighters](#)
- [Welsh Government Fire circulars](#)
- Pensions Dashboards
  - [TPR guidance and checklist](#)
  - [DWP guidance on connection](#)
  - [PASA connection readiness guidance](#)

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## Contact details

### Raising a query

If you have a technical query, please complete the 'query form', that is available on the [member area](#) of the FPS regulations and guidance website and email [bluelightpensions@local.gov.uk](mailto:bluelightpensions@local.gov.uk) and one of the team's Firefighters' pension advisers will get back to you. To avoid delays in receiving a response, please avoid emailing advisers directly.

Tara Atkins (Firefighters' Pensions Adviser)

Telephone: 020 7664 3031 (Teams Direct Dial)

07825 731 924

Email: [Tara.atkins@local.gov.uk](mailto:Tara.atkins@local.gov.uk)

Sandra Sedgwick (Firefighters' Pension Adviser)

Telephone: 020 3838 4805 (Teams direct dial)

07548 955 218

Email: [Sandra.sedgwick@local.gov.uk](mailto:Sandra.sedgwick@local.gov.uk)

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