

## **Meeting: LPB Effectiveness Committee**

**Date: 19 May 2026**

### **Agenda Item 7: LPB Chair Forum Update**

#### **Introduction**

This paper provides an update to the LPB Effectiveness Committee on discussions held at the most recent Local Pension Board (LPB) Chair Forum on 20 March 2026, including key issues raised by LPB Chairs and any implications or potential areas for follow-up by the SAB.

#### **Recent Forum Discussions**

The primary focus of the March meeting was for LPB Chairs to gain a clearer understanding of the matters discussed at the SAB earlier that week, and whether there were any implications for LPBs or actions arising locally. Chairs were keen to ensure that there is strong alignment between SAB discussions and LPB oversight activity and welcomed greater transparency in this regard.

The item which generated the most discussion was the SAB's update on Member Self Service (MSS). LPB Chairs were unanimous in their view that MSS is now a necessity rather than a "nice to have", particularly in light of ongoing difficulties in obtaining pension estimates from administrators and rising levels of member frustration. Chairs were supportive of SAB's continued engagement with software suppliers and requested that they be kept informed of progress, given the potential for MSS to significantly improve the member experience.

The SAB Chair confirmed that any matters arising from the SAB will be followed up in due course, with the SAB Chair's letter expected to be issued ahead of the Easter break.

#### **Key Themes Raised by LPB Chairs**

In addition to SAB-related updates, LPB Chairs were asked to highlight the most pressing issues they are currently facing. A clear and consistent theme emerged across the discussion, namely a high level of dissatisfaction with third-party administration services.

Chairs reported a noticeable increase in Internal Dispute Resolution Procedure (IDRP) cases, particularly linked to administrative delays and service issues. There was a strong sense that member frustration in this area is well-founded, with LPBs increasingly drawn into managing escalations and complaints.

A significant proportion of concerns centred on the ongoing delivery of the Sargeant and Matthews remedies:

- **Sargeant Remedy:**  
Chairs expressed ongoing concern that, despite being nearly 12 months beyond the statutory deadline, there remains a cohort of members for whom cases are not yet fully resolved. There is a view that the IDRP process is increasingly being used as a mechanism to progress cases to the Pensions Ombudsman, reflecting a lack of confidence in resolution through standard

administrative routes.

- **Matthews Remedy:**

Concerns were raised regarding prolonged delays in both the issuance of retirement packs and the subsequent payment of benefits. In some cases, members are experiencing delays of several months, which is having a material impact on retirement planning and financial certainty.

### **WYPF Oversight and Awareness**

A number of LPB Chairs specifically referenced concerns relating to West Yorkshire Pension Fund (WYPF). While the challenges associated with delivery were widely recognised, it became apparent that not all Chairs were aware of the existence of the Oversight Board, which has been established since January to monitor WYPF performance.

This lack of awareness limits LPBs' ability to effectively scrutinise decisions and assurance mechanisms in place and suggests a need for improved communication regarding governance arrangements and oversight activity.

### **Additional Issues Raised**

The London Chair highlighted specific concerns regarding the revised contribution structure, particularly the impact on London firefighters who receive a London weighting allowance. There is a perception that the interaction between pay and contributions is having a disproportionate effect on this cohort, and further consideration may be required to understand the implications.

### **Summary and Next Steps**

The March forum reinforced the value of the LPB Chair network as a mechanism for surfacing operational challenges and sector-wide concerns. Key themes for LPB Effectiveness Committee consideration include:

- Continued support and prioritisation of Member Self Service (MSS) development;
- Ongoing scrutiny of third-party administration performance, particularly in relation to remedy delivery;
- Improving visibility and communication around the WYPF Oversight Board; and
- Consideration of specific policy concerns, including the impact of contribution structures in certain regions.

The LPB Effectiveness Committee is asked to note the issues raised and consider whether there are further actions or interventions it can take to support LPBs in addressing these challenges.