

## Report

# Firefighters' Pension Scheme training survey

August 2019

Research Report

**Prepared for Firefighters' Pensions Scheme  
stakeholders**

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# 1. Executive Summary

The Firefighters' Pension Scheme (FPS) training survey invitation was issued via FPS bulletin on 31 May 2019 and was in the field until 31 July 2019. During that time a total of 51 responses were received from across a wide range of FPS stakeholders in England, Wales, and Scotland.

## 1.1 Current training

National conferences are the most frequently attended events hosted by the LGA, with two thirds (66.67%) of respondents having taken part in one or more sessions. This was closely followed by the half (51.11%) who have received in-house Local Pension Board (LPB) training. Other packages appear less popular: scheme manager training at 20% and administrator training at 9%. However, the scheme manager session is a newly developed offer, and both of these have a smaller target audience.

All types of event and training provided achieve a high level of satisfaction, at 80%. The two categories which attracted a rating of very dissatisfied are those most frequently attended.

Events are not perceived to be too frequent in 96% of cases, and around half (46.67%) of those responding agreed that the location of 18 Smith Square is convenient. In 2019, seven national events are taking place in London between May to November.

At around four to five hours duration, sessions are largely felt to be a suitable length, according to 80% of respondents. The majority agreed that they tend to learn something new (85%) and that the content is pitched at the right level (80%). In 9/10<sup>th</sup> (90%) cases, participants indicated that speakers are knowledgeable about their subject matter and that topics are well selected and interesting.

Where the offer of the free annual in-house training session has not been utilised, the primary reason is a lack of awareness (33%), followed by difficulty in arranging a suitable date for all delegates (14%).

## 1.2 Future training

The most requested topics for future training are ill-health and pensionable pay. Workshops on these subjects took place in June and July respectively and there may have therefore been cross-over with the survey period.

Other popular choices are pension taxation, which is due to take place in November 2019, legislative changes, and outcomes from the transitional protections case, governance, calculations, and general updates / refresher training.

Factors that would discourage delegates from attending LGA events are listed in order of popularity as time away from the office (50%), location (43%), and cost – including travel (31%). However, one quarter (25%) stated that the question was not applicable.

The top three most important factors in respect of training are given as use of practical examples and case studies (70%), availability of slides for reference after the event (66%), and the opportunity to ask questions (57%). Face to face contact is also a consideration for 39% of respondents. Logistical factors such as location and cost are deemed to be less important, accounting for 27.27% and 11.36% of the responses respectively.

Where respondents were asked to indicate preferences between pairs of options, 75-80% favour regional over in-house sessions for LPB and scheme manager training. Almost 90% indicated a preference for dedicated FPS events, rather than events held jointly with Police colleagues. There was almost a 50/50 split as to preference for six different annual events held nationally in London, or three events duplicated across two regional locations. Three quarters (75%) of participants prefer cabaret to theatre style seating, and there was another fairly even split between workshop format (60%) and lecture type (40%) sessions. Optional comments indicated that the latter two would depend on the topic for the event.

## 2. Introduction

Since 2015, a range of training packages and events has been held by the LGA Bluelight team for individuals involved in the administration, governance, and management of the Firefighters' Pension Schemes. Events are held both regionally and nationally, and in addition bespoke training is delivered for Fire and Rescue Authorities (FRAs), LPBs, and administrators in-house on an ad-hoc basis.

Up to six national events are funded by the Scheme Advisory Board (SAB) statutory levy each year, including a two day annual conference in autumn. A summary of the event and any presentations are added to the SAB Events page<sup>1</sup> after each session and included in the next available edition of the monthly FPS bulletin<sup>2</sup>. Each FRA/ LPB is also entitled to one free training session per year to be delivered locally by the Bluelight Senior Pension Adviser or the Firefighters' Pension Adviser.

Topics for the events are based on current relevant issues affecting the schemes. Some have evolved to be run on an annual basis, including two joint events with the Police Pension Scheme: data and governance. A national LPB wrap-up training session is held each year for board members who have been unable to attend a local session. In-house training tends to focus on governance requirements for the LPB and/ or scheme manager.

A list of all training and events provided since 2015 can be found at [Annex A](#).

In order to ensure that the LGA training offer remains relevant and that the statutory levy provides value for money, the Bluelight team agreed to survey stakeholders on the current and future training provision. These results, along with feedback from individual events, will inform the team's training plan for 2020 onwards.

## 3. Methodology

The survey was designed by the Firefighters' Pension Adviser following consultation with the Bluelight Senior Pension Adviser and LGPS Pensions Adviser (Training). The survey was split into three parts to encompass the respondent's role, an assessment of current training provision, and future preferences or requirements. A list of questions is attached at [Annex B](#).

The survey was launched in [FPS Bulletin 20 – May 2019](#), with a covering email stating that views were being sought on the FPS training provision. The bulletin is distributed to around 240 stakeholders in various capacities.

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<sup>1</sup> <http://www.fpsboard.org/index.php/events>

<sup>2</sup> <http://www.fpsboard.org/index.php/board-publications/bulletins>

A reminder was issued in [FPS Bulletin 21 – June 2019](#) and delegates attending a training session or event while the survey was in the field were encouraged to complete the questionnaire.

### 3.1 Fieldwork

The survey was issued on 31 May 2019 with a closing date of 30 June 2019. The reminder issued on 28 June 2019 extended the deadline to 31 July 2019, although the last response was received on 1 July 2019.

During that time a total of 51 responses were received from across a wide range of FPS stakeholders in England, Wales, and Scotland. Not all respondents provided a reply to each of the 16 questions.

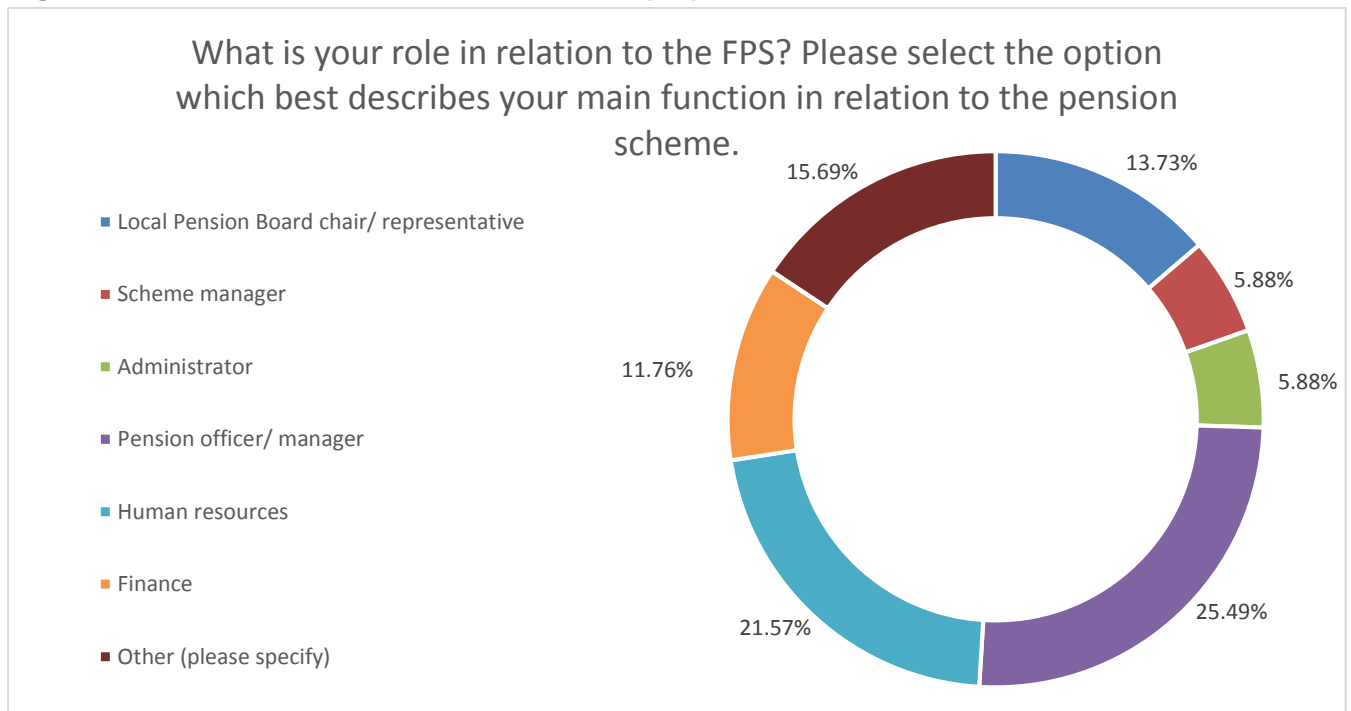
The information collected has been aggregated and no responses have been attributed to individual authorities within this report. A list of organisations who participated in the survey is attached at [Annex C](#).

Throughout the report percentages in figures and tables may equate to more or less than 100 per cent due to rounding.

### 3.2 Respondent profile

One quarter (25.49%) of completed surveys were submitted by a pension officer/ manager. Human resources accounted for just over 21%, with LPB representatives completing in nearly 14% of cases. Administrators accounted for only 6%, as did scheme managers. This is reflective of the stakeholders groups which are most likely to engage with the LGA.

**Figure 3.2.1 – Main role in relation to the FPS (Q2).**



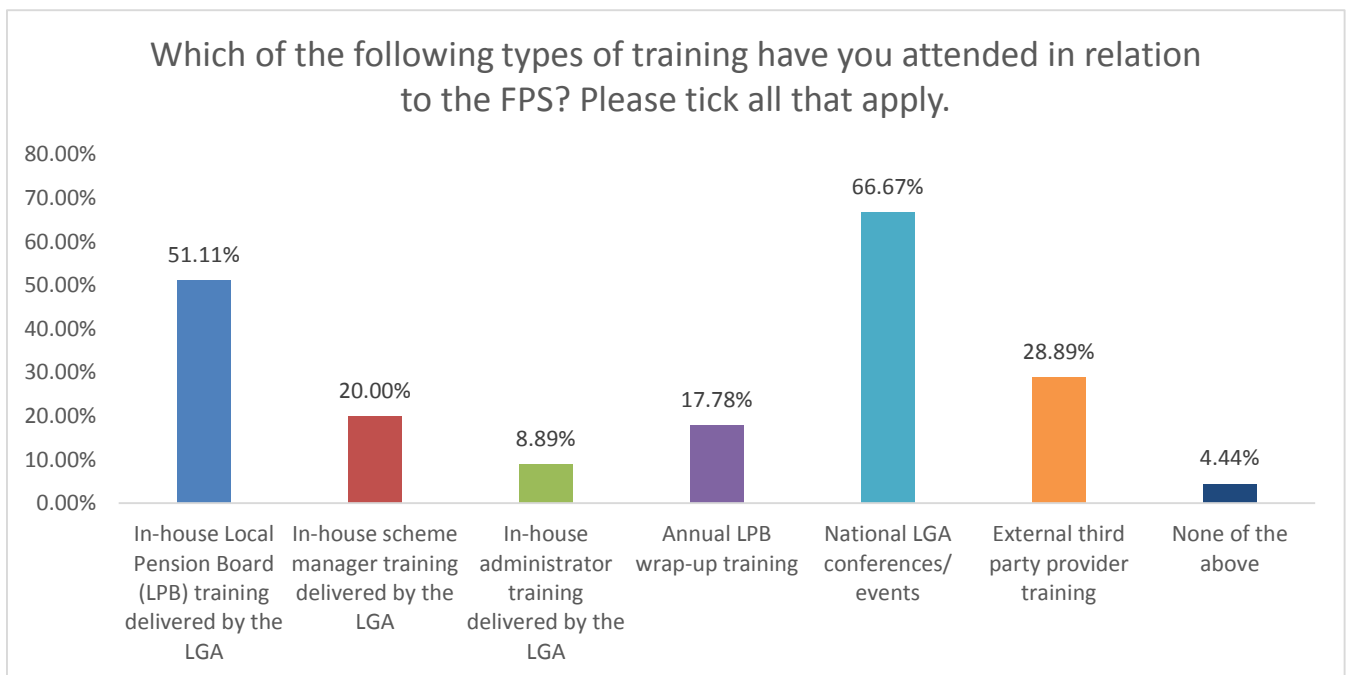
A variety of free form responses were given within the 15.69% which made up “other”: Firefighter; Member; Support officer for Local Pension Board; Board Secretary; Union; Principal Pensions Consultant; Head of Paid services/Chief Fire officer; and Clerk.

## 4. Research findings

### 4.1 Current training

In order to establish whether some types of sessions are more popular, individuals were asked which training formats they had attended, and to subsequently rate their satisfaction with each type attended.

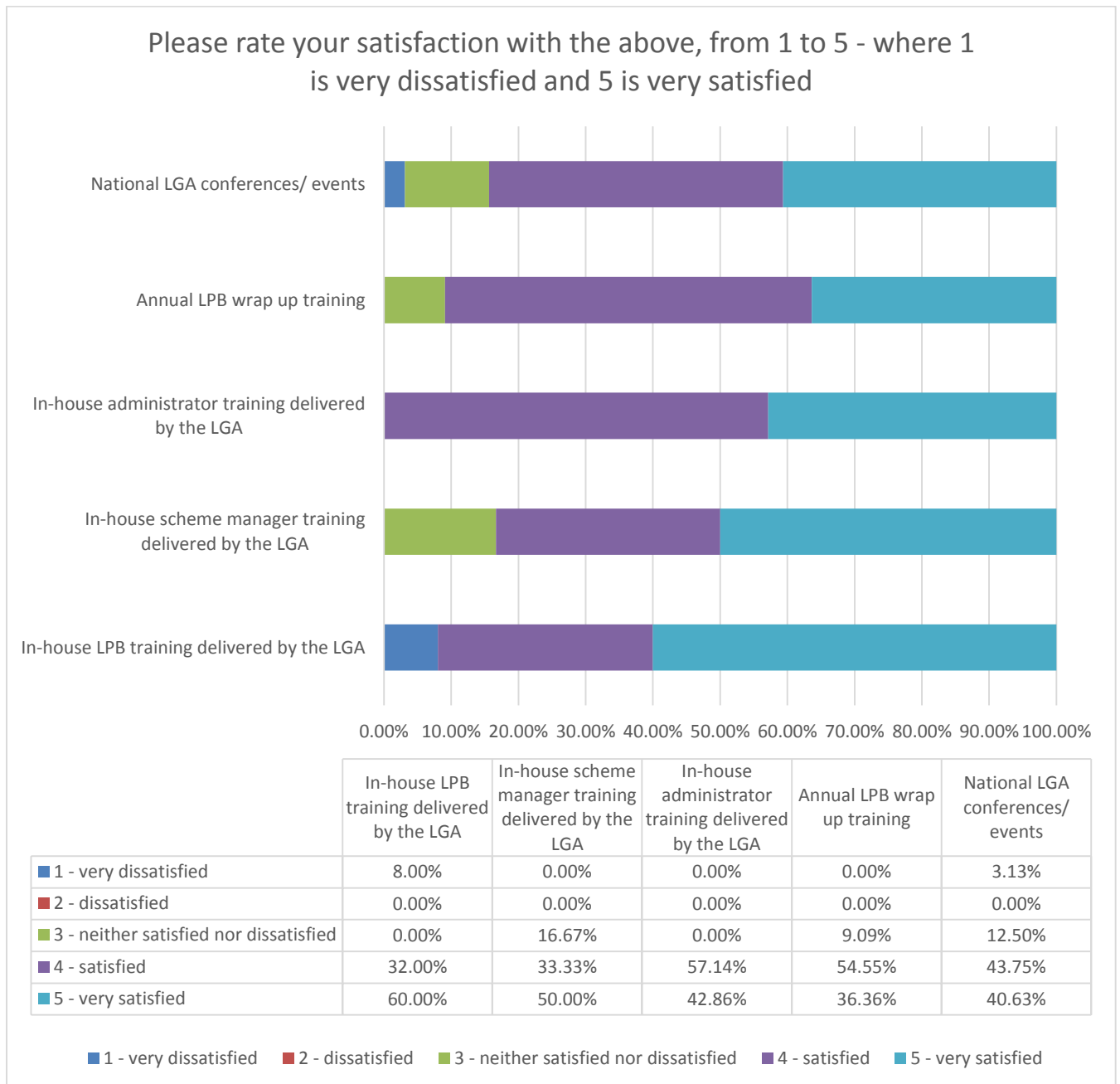
**Figure 4.1.1 – Types of training attended (Q3).**



By far the most popular category was national LGA conferences/ events, with two thirds (66.67%) of respondents indicating that they have attended this type of session. Over half (51.11%) have taken part in LPB training delivered at their place of work. Although a smaller proportion (20.00%) have participated in an in-house scheme manager training session, this is a new training package developed in 2019 to address a noticeable gap in knowledge.

Almost 18% have attended an annual LPB wrap-up training event in London, and around 9% confirmed that they had participated in administrator training. Commonly, administrator training is provided on the job by colleagues. Just under 30% of respondents had taken part in training provided by an external third party.

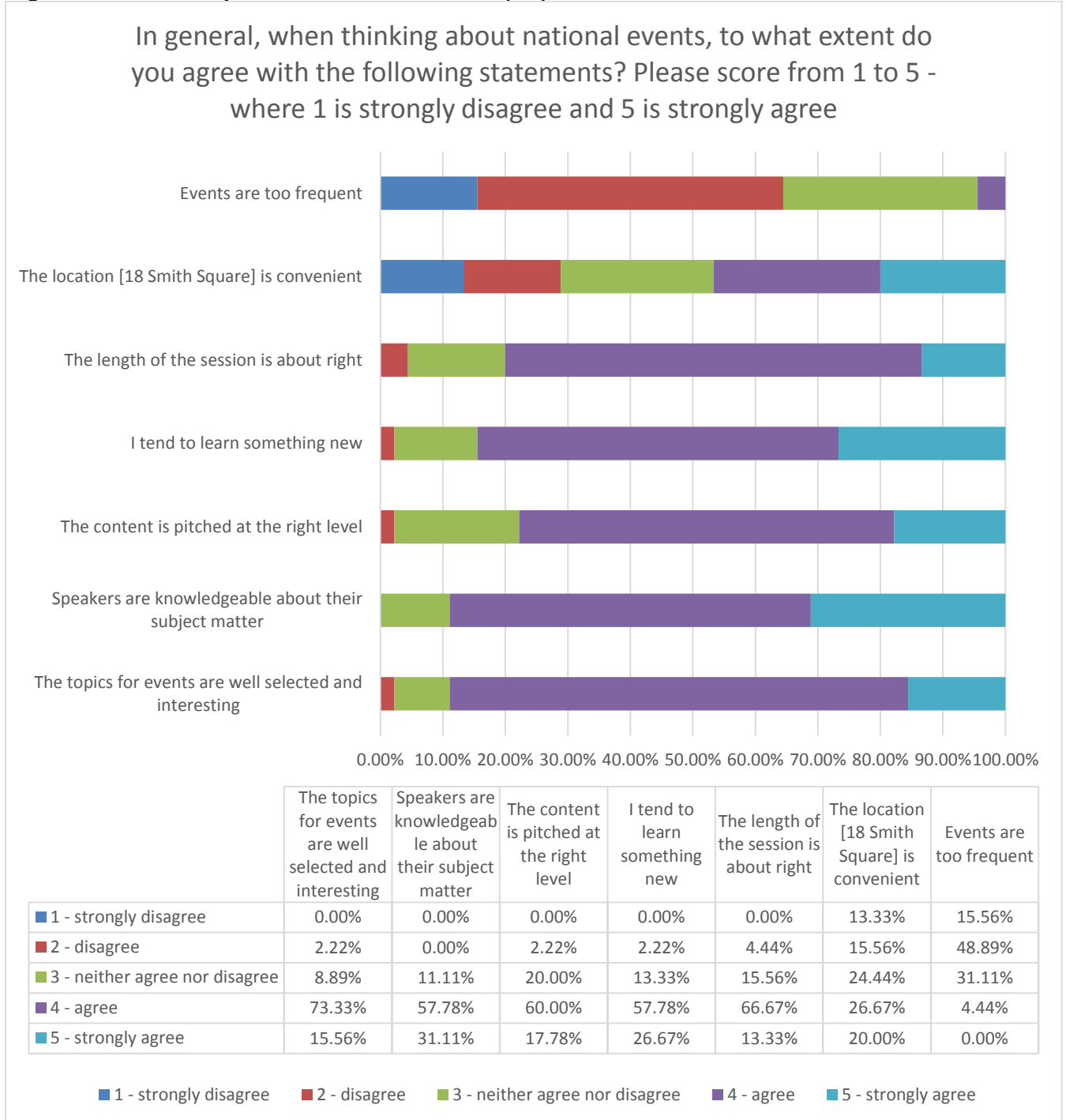
**Figure 4.1.2 – Satisfaction ratings for training attended (Q4).**



For all types of training attended, at least 80% of delegates were satisfied or very satisfied. The two categories which have attracted a rating of very dissatisfied are those most frequently attended. Where national events have not been scored as positively, it may be possible to address this by reviewing the delegate feedback from individual events and cross-referencing the analysis from the following question.

In the available feedback from national events held in April and May, the data and governance sessions received an 85-95% satisfaction rating in all of the following categories: overall satisfaction, location, facilities, and organisation. Catering always falls below this. However, disappointingly, only a 35% and 25% response rate from each event was received.

**Figure 4.1.3 – Perceptions of national events (Q5).**



### 4.1.1 Frequency of events

On the whole, events are not felt to take place too frequently, with only 4.44% agreeing that this was the case. In 2019, seven national events have been or will be held within an eight month period from May to November. This includes the two day AGM in September.



### 4.1.2 Location of events

To date, the majority of national events have been held in London, as the LGA is based in London and can offer modern on-site conferencing facilities and catering. Just under 30% of respondents stated that the location is not convenient, while a further 25% neither agreed nor disagreed. Around one half of delegates (46.67%) find the location convenient.

### 4.1.3 Duration of events

The majority of those answering the survey find the duration of national events to be about right, with 80% in agreement or strong agreement. A relatively small percentage (4.44%) did not agree. Day events generally start at around 10:30 with a 15:00 finish time. Networking opportunities are provided both before the event and during breaks. It is disappointing to note that, as with all conferences, some delegates leave before the close of the event although times are clearly advertised beforehand and all endeavours made to finish on schedule.

### 4.1.4 Learning

Almost 85% of delegates agreed that they tend to learn something new from attending a national event, with over a quarter of those (26.67%) strongly agreeing. While some (13.33%) were ambivalent, only 2.22%, or one respondent, actively disagreed.

### 4.1.5 Content

Close to 80% also agreed that the content is pitched at the right level for the audience, although a larger proportion (20.00%) than in the previous question did not agree nor disagree. Again, one respondent (2.22%) disagreed that the level of content was appropriate. It can be challenging to strike a balance between different levels of experience and knowledge of the stakeholder groups. For example, administrators may feel comfortable receiving complex technical information, while FRA pension practitioners and HR professionals may be more focused on process and procedures.

### 4.1.6 Speakers

Nearly 9/10<sup>ths</sup> (88.89%) of respondents agreed, strongly or otherwise, that the speakers at national events are knowledgeable about their subject matter. The Bluelight team always attempt to engage presenters who are experts in their field in relation to the FPS, whether this be law, medicine or governance, or an experienced FRA practitioner who is happy to share their knowledge and expertise with peers. The team are grateful that so many professionals give their time free of charge to both attend and speak at these national events.

### 4.1.7 Topics

The themes for events are generally selected by the Bluelight Senior Pension Adviser based on current or future issues affecting the schemes. Almost 90% agreed that the topics are well selected and interesting. Respondents were later asked which topics would be most beneficial to address at future events and this will be taken into account for the 2020 training cycle. One delegate (2.22%) did not agree that topics were useful, while the remaining 8.89% neither agreed nor disagreed.

As detailed, each FRA/ LPB is entitled to one free training session per year, delivered under the statutory levy. This can be used against training for the board, the scheme manager, or a combined session. Each session is tailored to the individual service.

While many FRAs utilise this training on an annual basis, some have not engaged with the LGA since the introduction of the levy. To establish the reason for this and any emerging themes, respondents were asked to detail in a few words why a training session had not been requested. 21 responses were received and are listed below.

**Table 4.1.1 – Each FRA is entitled to one free training session per year under the statutory levy. If your FRA has not requested a session, please tell us why in a few words (Q6).**

small scheme - tend to link with mainland neighbours for this training
I am new to role and wasn't aware that this was an option
At this point in time our in-house pension experts perform that task.
I am a new joiner and am therefore not yet aware of whether we have used our free session.
We are in Scotland and the training tends to be more based on E&W regs which are similar but there are slight differences. Having said that we haven't requested any training of late.
Unaware of this.
We need to focus and agree our requirements
There has not been a need up until now.
I didn't know this
Didn't know that
do not know what the FRAs have requested
I'm not sure we were aware of this or maybe other staff are in attendance and I'm not aware.
scheduling difficulties with FRA
Requested training but some difficulty from FRA finding suitable date
Requested but some difficulty providing a suitable date from FRA
Personally unaware of this. Would have liked to have attended.
Derbys, Notts and Leics FAs would like a joint session in 2019
I personally was not aware of the offer
First session was in 2017 - will possibly be requesting one in 2019 - but dependent on whether the board members' availability.
N/A - Administrator
Ours is scheduled for July.

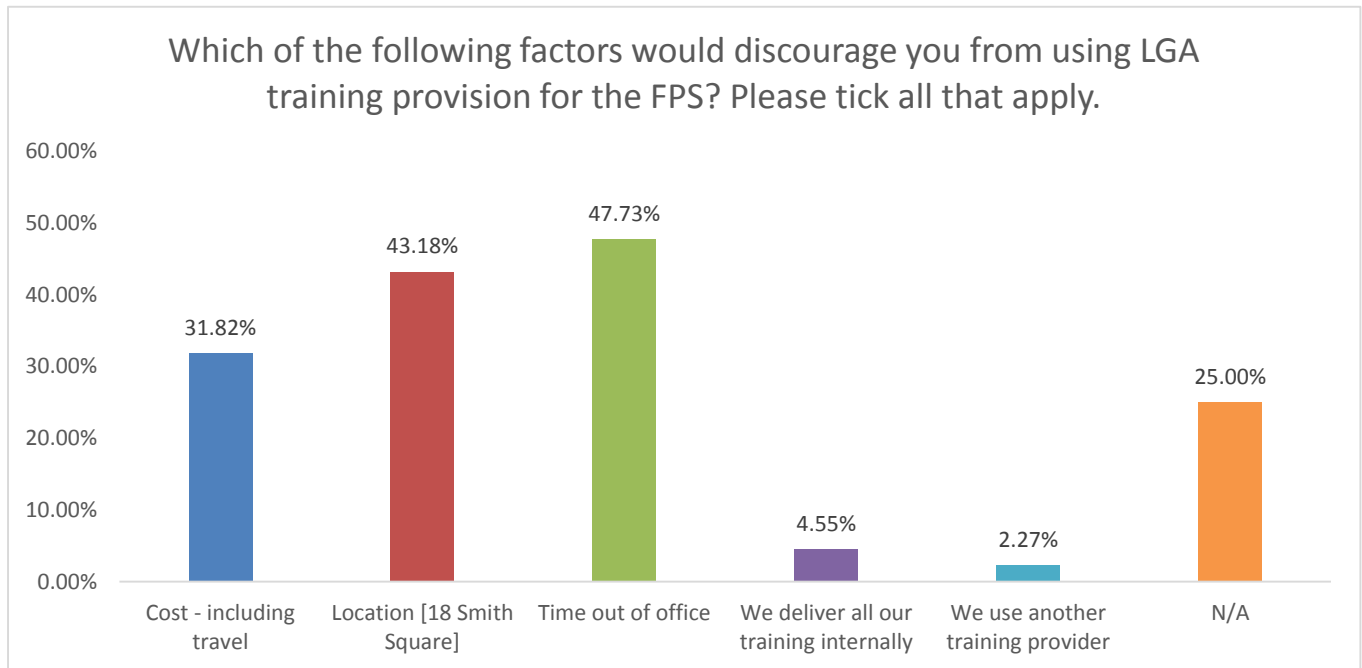
Concerningly, seven of the responses (1/3<sup>rd</sup>) indicated a lack of awareness of the free session. The SAB website [www.fpsboard.org](http://www.fpsboard.org) has a page dedicated to training for boards which details the entitlement <http://www.fpsboard.org/index.php/local-pension-boards/training>. However, it is clear that further promotion of this offer is necessary. Evidently one of the main challenges in arranging a session is in identifying a suitable date when all board members can attend.



Some of the themes suggested correspond with areas where more guidance is planned, such as discretions and IDRPs. There is a clear indication that case studies are found to be useful and these will be built into future guidance and events.

Where a topic would not warrant a standalone event, consideration could be given to combining topics to provide a varied workshop-style session with drop-in slots running throughout the day.

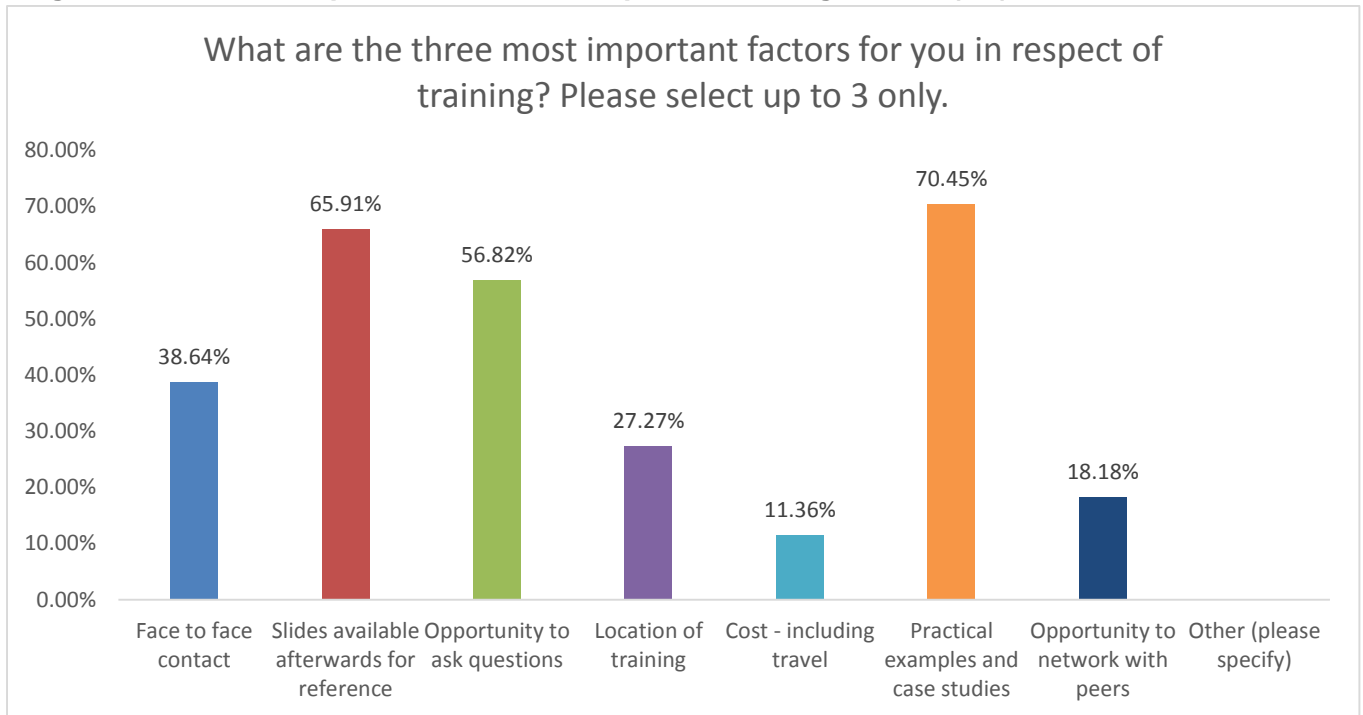
**Figure 4.2.2 – Factors discouraging respondents from attending LGA training events (Q8).**



Individuals were asked to select as many factors as applicable that would discourage them from attending LGA events from a drop down list of options. While one quarter (25%) stated that this was not applicable, almost half (47.73%) cited time out of the office as a major factor. For many stakeholders, pensions is not their only or main responsibility and there are numerous conflicting time pressures.

Over 40% found the location at 18 Smith Square to be a disincentive and cost was also a key consideration for nearly one third (31.82%) of respondents. A minority indicated that training is delivered internally (4.55%) or by another provider (2.27%).

**Figure 4.2.3 – Most important factors in respect of training offered (Q9).**



Participants were then asked to select up to three factors that would be important when considering whether to attend an event. A drop down list of options was provided with the facility to provide an “other” response if further explanation was required.

In correspondence with Q7, over 70% of responses highlighted that practical examples and case studies are important to delegates when attending training, with the opportunity to hear from peers and colleagues in the field. This was closely followed by the requirement for presentations to be made available after the event, at 65.91%. As detailed, all slide decks are posted online, generally within a day or two of the event taking place, and are also included within the next bulletin edition.

Over half (56.82%) of those answering felt that the opportunity to ask questions is important. Generally at the national events, questions are taken by the speaker after each session. In-house and annual LPB training is conducted on a more informal basis and questions are welcomed at any point during the course. New to 2019 has been the introduction of the Slid.o app, which allows delegates to submit anonymous questions and comments throughout the day, and take part in polls.

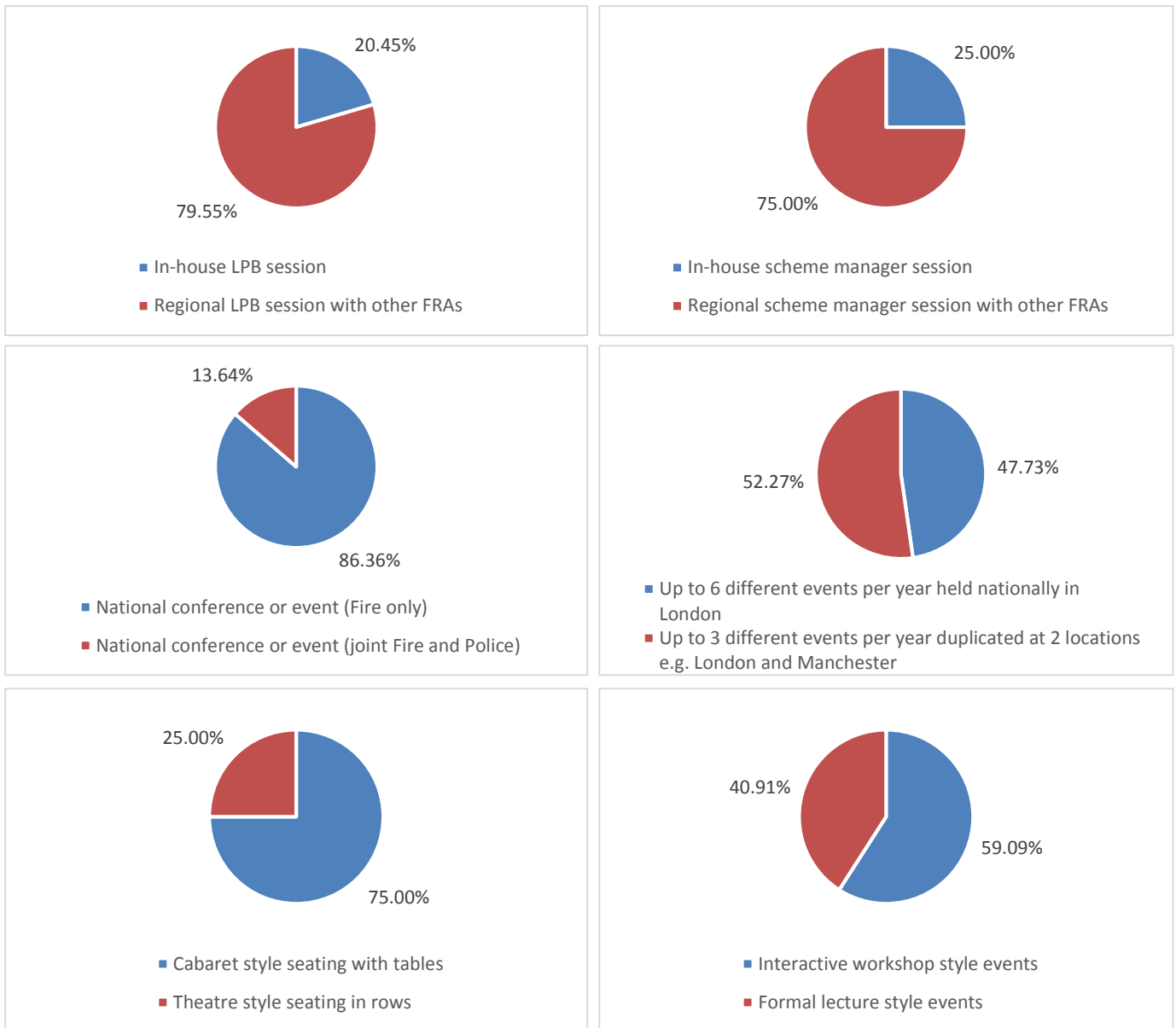
Face to face contact with the trainer is important to 38.64% of respondents. At present training is only delivered via this method, and there does not seem to be a considerable appetite for other forms of training such as webinars or online modules. The opportunity to network with peers only attracted 18.18% of the vote.

Logistical considerations such as location and cost were deemed to be less important, accounting for 27.27% and 11.36% of the responses respectively.

### 4.2.1 Preferences

For the next set of questions, respondents were given two choices and asked to select their preference from each pair of options.

**Figures 4.2.3 to 4.2.8 – Please indicate your preference from the following: (Q10 to Q15)**



In 75-80% of cases, respondents indicated that a regional board or scheme manager training session with other local FRAs would be preferable. Presumably this is to allow the opportunity to network with peers and discuss common issues, yet this does not correlate with Q9 which indicates that networking is not a primary consideration in respect of training.

Almost 87% of those answering would prefer events that are dedicated wholly to the FPS, rather than a joint event with Police pension scheme delegates. While this preference is understandable, extending the invitation to another scheme allows costs to be shared and ultimately allows more frequent facilitation of events. At present two of the annual events are offered to a shared audience, in addition to the planned tax seminar in November 2019.

Regarding frequency and location of events, there was a fairly even split between those who would prefer up to six unique events per year to be held nationally in London (52.27%) and those who indicated a preference for three different events per year to be duplicated in two locations such as London and Manchester (47.73%). Unsurprisingly, those in the first category are primarily based south of the Midlands, or where transport links to London may be better than to other areas, and those in the second category are predominately located in the north of England. However, there were three optional comments specifically requesting that sessions outside of London are offered, with one pointing out that the location can impact on additional time away from the office, and two additional references to travel costs.

Three quarters (75%) of respondents prefer cabaret style seating at tables, as opposed to the one quarter (25%) who selected theatre style rows as their seating of choice. Cabaret style allows again for networking with colleagues and can be more useful for note-taking. However, theatre style allows greater venue capacity. Within the optional comments section, some respondents noted that the preference would depend on whether there is a need to discuss topics.

The question regarding preference for style of event – workshop or lecture – was also quite inconclusive, with almost 60% preferring a more interactive session and 40% favouring a more formal forum. Three respondents commented that the most relevant format depends on the subject matter.

### 4.3 Additional comments

The final question allowed respondents to leave any other comments about current or future training arrangements. Fifteen responses were received and have been included below.

**Table 4.3.1 – Please leave any other comments about current or future training arrangements (Q16).**

All good
Remember that not all of us are experts on pensions
Event held on 18.06.19 - Local Pension Board Training was excellent.
Q15 - Dependant on topic. Some topics are best delivered in lecture style.
It is picked up in the survey but locating events outside of London, such as a London/Manchester duplicate event would be better.
Regional events with other fras
Please can the training events be more regional based. London is one end of the country and therefore inconvenient for the Midlands and especially the North.
Some additional on line learning and assessment. I'm still not sure what my blindspots are and I'm not sure how to discover them and address them.
"The current training is excellent. The format (workshop or lecture) would very much depend on the subject matter, but I do feel a big factor is the travel costs to London.
Smith Square is excellent but journeys of £300+ just aren't palatable on a regular basis."
all training provided by the LGA team has been worthwhile, London makes it a long time out of the office from London
I think the audience needs to be considered carefully - often where mixture of technical and non-technical this can end in a session that is too complex for non-technical people
Advance notice is helpful to manage working arrangements and attendance.
My answer to Q14 only works if there is a need to discuss topics
"Regarding question 15 I think that it depends on the subject matter being covered. Question 10& 11 aren't really relevant but I had to answer something!!"
From an administrator perspective delivery of training needs to be of a faster pace



## 5. Recommendations

The LGA would like to thank all those that were able to submit a response for their participation in the survey, and for continuing to support the work of the Bluelight team.

The high level of satisfaction indicates that the current training provision is adequate in terms of content and delivery, and that sessions are generally relevant and have practical application. The team will continue to provide high quality events that offer value to delegates in terms of time commitment and cost of attendance (travel).

There is a need to ensure that the offer of a free annual session per FRA is more widely advertised and, although this was not specifically addressed within the survey, individual feedback collected after national events has indicated that the full agenda and booking should be made available earlier than is currently the case.

Points for consideration when planning the programme of events for 2020 will include greater utilisation of regional training events for LPBs and scheme managers. This could include an annual session for each devolved region if required. However, this is reliant on FRAs being able to arrange a suitable venue and any necessary catering. Sessions are planned for both the North West and Midlands regions later in 2019.

The list of top topics will also be taken into account when preparing the work-plan. As detailed, three of the most commonly suggested have been or will be covered in 2019. General updates and current issues was a popular choice and this tends to be addressed by the two-day AGM in autumn.

Where a topic would not warrant a standalone event, consideration could be given to combining topics to provide a varied workshop-style session with drop-in slots running throughout the day.

The team will ensure when planning speakers and individual sessions for events that the content includes practical examples from authorities and case studies of best practice. Slides and an event summary will continue to be provided after each conference.

As a separate outcome of the review of administration<sup>3</sup> that was commissioned by the SAB and as a longer term objective, the Bluelight team will be investigating the development of an FPS qualification or form of accreditation, which could also apply to those working with FRAs, such as IQMPS. These qualifications would not fall within the levy budget and would be chargeable to delegates as considerable resource will be required in both planning and delivery.

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<sup>3</sup> <http://www.fpsboard.org/images/PDF/Surveys/Aonreportfinal.pdf>



## Annex A: Training provided since 2015

Date	Session Provided
<b>2015</b>	
30 January 2015	Leicester, Derby & Nottingham
7 April 2015	Bevin Hall, Fire Training Day
16 June 2015	Fire HR peoples summit
22 June 2015	FPS Wales
14 July 2015	GM Fire Board Meeting
20 July 2015	Pension Board Awareness Sessions: 1 <sup>st</sup> Session London
21 July 2015	Pension Board Awareness Sessions: 2 <sup>nd</sup> session, West Yorkshire Fire
28 July 2015	Pension Board Awareness Sessions: 3 <sup>rd</sup> session, Dorset
30 July 2015	Pension Board Awareness Sessions: 4 <sup>th</sup> session, Manchester
13 August 2015	Pension Board Awareness Sessions: 5 <sup>th</sup> session, Eastbourne
15 September 2015	Rhondda South Wales Administrator Training
8 September 2015	SPPA Training
20 October 2015	1 <sup>st</sup> Fire Pensions AGM
4 November 2015	Wales SAB and Local Pension Board awareness training

Date	Session Provided
<b>2016</b>	
6 January 2016	Joint session for Greater Manchester Fire and Cheshire Fire
8 January 2016	Suffolk Fire
28 January 2016	Eastern Region Training Session
1 March 2016	Joint session for Leicester, Derby and Nottingham
24 March 2016	Northumberland Fire
5 May 2016	Joint session for South Eastern Region Group
18 May 2016	Warwickshire and Staffordshire Fire
28 June 2016	South Yorkshire Fire
6 September 2016	Bedfordshire Fire
20 September 2016	Lincolnshire Fire Board Meeting
30 September 2016	Hereford and Worcester
4 October 2016	North Yorkshire Fire
7 October 2016	Dorset and Wiltshire
18 October 2016	Cleveland Fire
11 November 2016	Hampshire and Isle of Wight
24 November 2016	Cornwall Fire

Date	Session Provided
<b>2017</b>	
13 March 2017	Tyne and Wear Fire
17 May 2017	London Fire
30 May 2017	Cambridgeshire and Bedfordshire
18 July 2017	Cheshire Fire
27 July 2017	Essex Fire
22 August 2017	Wrap up session for new board members
30 August 2017	Surrey Fire
7 September 2017	Humberstone Fire
20 September 2017	Joint session for Leicester, Derby and Nottingham
9-10 October 2017	<a href="#">FPS AGM</a>
17 October 2017	South Yorkshire Fire
14 November 2017	Suffolk Fire
27 November 2017	Eastern Region Joint LPB Training
7 December 2017	Dorset & Wiltshire

Date	Session Provided
<b>2018</b>	
18 January 2018	West Sussex Fire
24 January 2018	Devon & Somerset Fire
25 January 2018	Oxfordshire Fire
15 March 2018	Northumberland and North East boards
29 March 2018	<a href="#">Data: GDPR and TPR requirements</a>
24 April 2018	Cumbria
2 May 2018	<a href="#">FPS 2006 special member workshop</a>
9 May 2018	<a href="#">Joint Fire &amp; Police Governance</a>
16 May 2018	Cornwall Fire
14 June 2018	Leicester, Nottingham & Derby boards
19 June 2018	<a href="#">Wrap-up LPB (annual)</a>
6 July 2018	West Yorkshire Fire
17-18 September 2018	FPS AGM ( <a href="#">day 1</a> ) ( <a href="#">day 2</a> )
25 September 2018	Lincolnshire Fire LPB meeting
8 October 2018	South Yorkshire Fire SM training and LPB meet
9 October 2018	Gloucestershire Fire LPB training
13 November 2018	Cheshire Fire LPB training
22 November 2018	Bedfordshire Fire LPB meeting

Date	Session Provided
<b>2019</b>	
4 February 2019	Lancashire Fire LPB meeting and training
27 February 2019	Eastern Region Joint LPB training
19 March 2019	Northumberland and North East board training
27 March 2019	North Yorks FRS LPB meeting and training
29 March 2019	SE Region scheme manager training
3 April 2019	<a href="#">Data seminar</a>
24 April 2019	Kent FRS scheme manager and LPB training
3 May 2019	Staffordshire FRS LPB meeting and training
9 May 2019	Bedfordshire FRS scheme manager training
15 May 2019	<a href="#">Joint F&amp;P governance event</a>
16 May 2019	Cornwall FRS LPB training
17 May 2019	Peninsula Pensions administrator training
21 May 2019	Lincolnshire FRS LPB meeting and training
11 June 2019	NW CFOs FPS update session
18 June 2019	<a href="#">Wrap-up LPB (annual)</a>
19 June 2019	<a href="#">Ill-health and injury workshop</a>
25 June 2019	Wales regional scheme manager training
5 July 2019	West Yorkshire FRS LPB meeting and training
17 July 2019	Northants FRS scheme manager and LPB training
18 July 2019	<a href="#">Pensionable pay workshop</a>
21 August 2019	Essex FRS LPB training
9 September 2019	West Sussex FRS LPB training
17 September 2019	Midlands regional LPB training
19 September 2019	East Sussex FRS LPB training
24-25 September 2019	FPS AGM
2 October 2019	Cambridgeshire FRS LPB training
15 October 2019	SYFRA LPB awareness session
17 October 2019	Avon FRS LPB training
6 November 2019	NW regional scheme manager and LPB training
12 November 2019	Pensions tax seminar

## Annex B: Survey questions

1. Organisation
  2. What is your role in relation to the FPS?
  3. Which of the following types of training have you attended in relation to the FPS?
    - In-house LPB training delivered by the LGA
    - In-house scheme manager training delivered by the LGA
    - In-house administrator training delivered by the LGA
    - Annual LPB wrap-up training
    - National LGA conferences/ events
    - External third party provider training
  4. Please rate your satisfaction with the above, if applicable, from 1 to 5 - where 1 is poor and 5 is excellent
  5. In general, when thinking about national events, to what extent do you agree with the following statements? Please score from 1 to 5 - where 1 is strongly disagree and 5 is strongly agree
    - The topics for events are well selected and interesting
    - Speakers are knowledgeable about their subject matter
    - The content is pitched at the right level
    - I tend to learn something new
    - The length of the session is about right
    - The location [18 Smith Square] is convenient
    - Events are too frequent
  6. Each FRA is entitled to one free training session per year under the statutory levy. If your FRA has not requested a session, please tell us why in a few words
  7. Please list the three top topics on which you would find training useful
  8. Which of the following factors would discourage you from using LGA training provision for the FPS?
    - Cost - including travel
    - Location [18 Smith Square]
    - Time out of office
    - We deliver all our training internally
    - We use another training provider
    - Other (please specify)
  9. What are the three most important factors for you in respect of training?
    - Face to face contact
    - Slides available afterwards for reference
    - Opportunity to ask questions
    - Location of training
    - Cost - including travel
    - Practical examples and case studies
    - Opportunity to network with peers
    - Other (please specify)
- Please select your preference from the following:
10. Face to face - in house LPB session/ Face to face - regional LPB session with other FRAs
  11. Face to face - in house scheme manager session/ Face to face - regional scheme manager session with other FRAs
  12. Face to face - national conference or event (Fire only)/ Face to face - national conference or event (joint Fire and Police)
  13. Up to 6 different events per year held nationally in London/ Up to 3 events duplicated at 2 locations e.g. London and Manchester
  14. Cabaret style seating with tables/ Theatre style seating in rows
  15. Interactive workshop style events/ Formal lecture style events
  16. Please leave any other comments about current or future training arrangements

## Annex C: Respondents

(Number of responses received in brackets)

Bedfordshire & Luton Fire and Rescue Service (1)  
Cheshire Fire and Rescue Service (3)  
Cumbria County Council (2)  
Cumbria Fire and Rescue Service (3)  
Devon & Somerset Fire and Rescue Service (3)  
Durham & Darlington Fire and Rescue Service (1)  
East Sussex Fire and Rescue Service (1)  
Essex County Fire and Rescue Service (1)  
Greater Manchester Fire and Rescue Service (1)  
Hampshire County Council (1)  
Hampshire Fire and Rescue Service (1)  
Hertfordshire Fire and Rescue Service (1)  
Humberside Fire Brigade (1)  
Isle of Wight Council (1)  
Leicestershire County Council (1)  
Leicestershire Fire and Rescue Service (1)  
Local Pensions Partnership (LPP) (1)  
Mid and West Wales Fire and Rescue Service (3)  
North Wales Fire and Rescue Service (1)  
North Yorkshire Fire and Rescue Service (3)  
Northamptonshire Fire and Rescue Service (3)  
Northumberland Fire and Rescue Service (1)  
Royal Berkshire Fire and Rescue Service (3)  
Scottish Public Pension Agency (1)  
Shropshire County Council (1)  
Shropshire Fire and Rescue Service (1)  
South Wales Fire and Rescue Service (1)  
South Yorkshire Fire and Rescue Service (2)  
Suffolk County Council (1)  
Surrey Fire and Rescue Service (1)  
West Midlands Fire Service (2)  
West Sussex Fire and Rescue Service (1)  
West Yorkshire Fire and Rescue Service (1)  
West Yorkshire Pension Fund (1)

## Annex D: Q7. Please list the three top topics on which you would find training useful.

1.	2.	3.
2015	(Once known) Cost cap rectification / Transitional arrangements compens	Access to anonymised case studies
Absence	benefits following McCloud	Administrator training / calculations
Additional Pension Benefits	Calculation of Benefits to include Split Pension	An event looking at transitional members who have moved to FPS 2015 and how death, ill health benefits are calculated
Annual Allowance	Case studies	Appeals
Annual and Lifetime allowance	Case Studies around Pension Board - tangible outputs	Appeals
Case Studies around IDRPs	changes	Case law
Changes to legislation or implications of new case law	Cost Cap	Comms with firefighters
Compliance	Current issues	effect of McCloud case
Consultation v Negotiations	Discretions on all schemes	FPS 1992 transitional calculations
discretion	disclosure - when and how to communicate with members	Future expectations of Pension Boards
Divorce issues/dependents	Discretions	Future legislative changes
General knowledge on pension	Exercise of Discretions - practical workshop based on real (or possible) c	How to make the complexity of the pensions schemes manageable for us to inform our staff.
General understanding of the various schemes that affect my st	FPS Updates	How we test whether the LPB is effective
General updates	Future funding	Ill Health
General updates re FPS	General refresher training	ill health and injury
Governance	IHR	ill health options
Ill Health & Injury Benefits along with guidance for completing the	Ill Health pension arrangements	Ill Health/Injury
Ill Health Retirements	impacts of court rulings	Impact of court rulings
Introductory training for Finance staff to FPS requirements	Introduction / refresh of FPS	Impacts on case findings
Managing Risk	N/A	Implications and updates on legislation
McCloud	Pensionable Pay	legislative updates
Medical Appeal Boards	Pensionable Pay	N
Next steps	Pensionable Pay	N/A
pension options	Pensionable pay (for the employer)	One pot pension rules
Pensionable Pay	Pensionable pay guidance	Overview of each Scheme in general
Pensionable Pay	Pensions Tax	pensionable pay
Pensionable Pay	Regulation	refresher
Pensionable Pay	Reiterate the Scheme Manager responsibilities	Refresher Training on Each Scheme / Split Pension / APB
Pensionable pay	Retained	Risk
Pensionable pay	Scheme Overview of all Schemes	Taxation
Pensionable pay (there is one already planned)	secondary contracts	Technical Accounting Guidance
Pensionable Pay	Sign post to where we can get alternative advice if we wish to check our a	The role of Hr
Refresh on the LPB role (for new Members)	Split Pensions	training for payroll, what they need to provide us
Scheme Manager Delegation	Tax	Where will it all end up
Scheme Details	tax issues	
tax	Tax issues	
tax on pensions -AA and LTA	transfers, in and out, calculations and regulations	
transitional protections and final salary link	Understanding scheme specific conditional data and how to score it against employer data	
Transitional Regulations	up-coming Regulation changes	
Understanding breaches and how to assess them	Working time for FRA	
Understanding developments in the FPS e.g. McCloud updates		