

Bath & North East Somerset Council

MEETING:	LOCAL PENSION BOARD
MEETING DATE:	15th February 2018
TITLE:	PENSION FUND ADMINISTRATION MEMBER ADDRESS RECTIFICATION – BULK TRACING EXCERCISE
WARD:	ALL
AN OPEN PUBLIC ITEM	
List of attachments to this report: Appendix 1 – Example Mortality Screening Template	

1 THE ISSUE

- 1.1 The Pension Board had previously raised concerns at the high level of scheme members for whom correct addresses were not held by the Fund.
- 1.2 TPR Code of Practice 14 requires that where schemes identify poor quality or missing data, they should put a data improvement plan in place to address these issues. The plan should have specific data improvement measures which schemes can monitor and a defined end date within a reasonable timeframe when the scheme will have complete and accurate data.
- 1.3 The purpose of this report is to inform the Pension Board of the intended approach proposed by the Fund to improve the accuracy of member address data held.

2 RECOMMENDATION

The Board is asked to note:

- 2.1 The member address rectification proposal.

3 MEMBER ADDRESS ISSUES

- 3.1 The Fund has identified approximately 6,000 member records for which there is either no address or the member is flagged as 'gone away' from last known address.
- 3.2 Cases identified are across a number of status types as noted in the quarterly compliance report.

3.3 A summary of the cases identified are as follows

Category Type	Correct Address Required	% of Records in Error/Type
Active	428	1.17%
Undecided Leaver	107	2.28%
Deferred	4,669	11.11%
Pensioner	77	0.26%
Dependant	25	0.54%
Frozen (Historic)	670	22.35%
TOTALS	5,976	4.98%

4 CURRENT TRACING PROCESS

- 4.1 The Fund currently has contractual terms with both LexisNexis Trace IQ and Accurate Data Services. In general searches are prioritised by age and carried out on a case by case basis.
- 4.2 Given the number of cases requiring investigation a bulk exercise has been considered in partnership with Accurate Data Services.
- 4.3 Costs to undertake the exercise have been estimated and will be presented to the Pensions Committee in March for agreement as part of the APF Service Plan 2018/21.

5 BULK TRACING PROPOSAL

5.1 The proposed plan will be:-

- Stage 1: Mortality Screening of identified data set (Appendix 1 Refers) to ascertain member status (i.e: living/deceased)
- Stage 2: Records not flagged at stage 1 are processed using an automated product and reference tested against market activity and scored for data match accuracy between 0 – 100%
- Stage 3: Cases scoring below accuracy threshold (85% address match) are progressed to manual basic tracing level.
- Stage 4: Any cases remaining unresolved at stage 3 can be progressed to detailed manual forensic tracing level.

6 TIMEFRAME

- 6.1 Stages 1 and 2 are estimated to take 1 week each to complete and the aim will be for these to be completed by 31st March 2018.
- 6.2 Based on accurate data services previous experience it is anticipated that approximately 4,000 cases will be progressed to the third stage which will be further processed at approximately 500 cases per week.
- 6.3 The Fund Administration is currently in the process of setting a project plan detailing the number of cases to be managed internally each week and the required resource to achieve completion of the bulk of the exercise ahead of the statutory deadline for the issue of ABS by the end of August.

7 REPORTING

- 7.1 Progress on the success of the member address rectification plan will be reported to the Pension Board and will be reflected in the TPR data compliance report.

8 EQUALITIES

- 8.1 No items in this report give rise to the need to have an equalities impact assessment

9 CONSULTATION

- 9.1 None appropriate

10 ISSUES TO CONSIDER IN REACHING THE DECISION(S)

- 10.1 There are no issues to consider not mentioned in this report.

11 ADVICE SOUGHT

- 11.1 The Council's Monitoring Officer (Divisional Director – Legal & Democratic Services) and Section 151 Officer (Strategic Director of Resources) have had the opportunity to input to this report and have cleared it for publication.

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Background papers	TPR monthly data reports.
Please contact the report author if you need to access this report in an alternative format	