

## PENSIONS ADMINISTRATION TEAM WORKPLAN

<b>Project</b>	<b>Proposed Action</b>	<b>Report</b>
Employer Self Service rollout	Continuing Employer Self Service training of all new and remaining employers to enable full electronic data delivery.  Review of software to ensure product is fit for purpose and meets Fund requirements. Undertake review as part of PAS	Ongoing  Due Q4 2019/20
i-Connect software – to update member data on ALTAIR pension database automatically monthly	All Unitary Authorities Live  All Other Employers (see strategic projects below; identified in 2018/21 Service Plan).  Currently 242/428 (57% active scheme employers submitting monthly data covering 86% of active membership)  Project currently suspended pending re-structure and formulation of dedicated i-Connect resource	Completed Q4 2018/2019  Delayed – now due by end March 2021
I-Connect Roll Out	Key projects identified in 2018/21 Service Plan To improve efficiency and performance  Roll out of monthly returns across all employers (86% of active membership covered as at 30 September 2019)	On Hold (pending structure review)
Address Tracing	To achieve compliance with TPR Cop 14 and enable member ABS to be issued (Stage 1 – mortality screening) (Stage 2 – automated reference testing) (Stage 3 – manual tracing) (Stage 4 – forensic trace)	Completed Completed Completed Commencing Q3 2019/20
Member Aggregation	Aggregation/link option - Appx 3,869 cases (100% cleared at March 2019)	Completed
Reply Due Cases	Develop new process & clear outstanding backlog	On hold due to resource move
2014 Scheme – refund option	Develop & Implement new process to manage increase in workload – impacting from April 2019	In Progress
Trivia commutation of Small Pension Pots	Undertake review of pensioner member pots to identify potential commutation opportunity following Gov't budget announcement.  Feasibility study – in progress	Due to start on completion of GMP reconciliation project.
Historic Status 9 Cases (Old member leaver	Identify cases and contact former members (tracing agent support) concerning pension	Ongoing Completion due

cases with no pension entitlement. Previously untraced)	refund payment.	end March 2020
TPR Requirements	<p>Data Quality Management Control – ensure processes and reporting in place to reflect TPR compliance.</p> <p>Undertake review of overall data accuracy – incorporating new TPR Data Score requirements for Common and Scheme Specific data.</p> <p>July 2019 – SAB issued draft conditional data requirements for scoring. Further development on providing guidance notes are in progress with LGA</p> <p>APF have commenced development of reports based on draft SAB requirements</p>	<p>Completed</p> <p>In Progress</p>
Guaranteed Minimum Pension (GMP) Data Reconciliation Exercise Following cessation of Contracting out section April 2016	<p>Carry out full reconciliation with HMRC records to mitigate risk from holding incorrect GMP liability.</p> <p>Final stage – determine pension rectification actions</p>	<p>Ongoing</p> <p>Due Completion 2019/20</p> <p>Due Q4 2019/20</p>
2018/19 Year End Process	<p>Ensure complete data receipt from employers and carry out reconciliation process. Issue member ABS prior to 01/09/2019</p> <p>(1) Issue employer data match file</p> <p>(2) Deadline for data receipt (30/4/18)</p> <p>(3) Deadline for reconciliation (end June 18)</p> <p>(4) ABS production timetable (July/August)</p> <p>(5) Member AA Notifications (by 6 Oct 18)</p>	<p>Completed Jan 19</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
Move to Electronic Delivery of generic information to members	<p>Continue to move to electronic delivery to all members (other than those who choose to remain with paper).[Service Plan refers]</p> <p>Campaign to increase the sign up of members to Member Self Service (<i>My pension online</i>)</p>	<p>Ongoing</p> <p>Ongoing</p>
Review Pension Admin Strategy	Review & update current PAS (2015) for approval by Pensions Committee	Completed
General Data Protection Regulation (GDPR)	Undertake review of existing arrangements in conjunction with B&NES corporate policy to ensure compliance with EU legislation - effective May 2018)	Ongoing Update report at March 2020 Committee