

Item	Details	Action by Fund / Next Steps																				
<p>Year End Data Reconciliation & Interim Valuation Submission</p> <p>Annual Benefit Statements</p>	<p>98.2% of employer returns received by 30th April deadline. 99.7% received by 7th May. largest U/A Employer significantly late</p> <p>97.65% of active members (31,060) received statements by 31st August statutory deadline</p> <p>89.35% of deferred members (31,670) received statements by 31st August</p>	<p>Data cleansing undertaken in preparation for ABS dispatch. The delay in data receipt from U/A impacted admin workload caused a large backlog for both employer & member service teams.</p> <p>Interim Valuation data submitted to Mercer for review on 19th July</p> <p>Data errors detected with one third party payroll provider (19 employers / 800 members) causing ABS to be withheld pending correction. Employers & members notified of delay. ABS's to be issued in October supplementary run. Where relevant, APF will issue penalty charges in accordance with current Pensions Admin Strategy</p> <p>31% of deferred membership also received their ABS digitally of which 8.1% accessed ABS online.</p>																				
<p>MSS (Member Self Service) – My Pension Online</p>	<p>Current MSS sign up (as at 8th Sept 2021)</p> <table border="1" data-bbox="499 818 1115 1145"> <thead> <tr> <th></th> <th>Members</th> <th>MSS Users</th> <th>%Users</th> </tr> </thead> <tbody> <tr> <td>Actives</td> <td>33,721</td> <td>11,994</td> <td>35.6%</td> </tr> <tr> <td>Deferred</td> <td>35,475</td> <td>10,341</td> <td>29.2%</td> </tr> <tr> <td>Retired</td> <td>27,772</td> <td>8,482</td> <td>30.6%</td> </tr> <tr> <td>Total</td> <td>98,078</td> <td>29,150</td> <td>29.7%</td> </tr> </tbody> </table>		Members	MSS Users	%Users	Actives	33,721	11,994	35.6%	Deferred	35,475	10,341	29.2%	Retired	27,772	8,482	30.6%	Total	98,078	29,150	29.7%	<p>Additional resource now recruited to assist Communications & Marketing Manager to maximise member sign up to MSS. Resource will also triage incoming member enquiries/requests to identify and signpost members to use MSS which will assist the reduction to the workload on member services team.</p> <p>Future reports will be produced to reflect % sign up.</p>
	Members	MSS Users	%Users																			
Actives	33,721	11,994	35.6%																			
Deferred	35,475	10,341	29.2%																			
Retired	27,772	8,482	30.6%																			
Total	98,078	29,150	29.7%																			
<p>i-Connect – Monthly Data Returns</p>	<p>Scheme Totals Employers (With Active Members) – 459</p> <p>Current IC Totals Employers on IC – 165 (36% of Employers) Active Members covered – 26,600 (76% of active membership)</p>	<p>Currently all employers send their data files to the fund for validation and loading. Officers are currently reviewing the handing back of the data loading to employers in-line with new tolerances set within i-Connect that allow APF to accept or reject a data file. This process requires relevant knowledge and technical skill sets communicating and training with our employers. This is being done in a 4-phase</p>																				

		<p>approach to ensure we can maintain control of our data and support employers with the changes.</p> <p>i-Connect roll out to remaining employers – At present there are still 290 employers not on IC. The aim is to have them using IC by March 2022. The project involves 3 team leaders who are running this in addition to their business-as-usual roles. Officers are currently targeting payroll providers and larger MAT's/Employers to get the best coverage of employers/members using IC. We have identified 4 main payrolls who pay 114 of our employers and are at the top of our list for IC engagement.</p> <p>As more employers are onboarded to i-Connect there will be an inevitable increase in pressure on data processing requirements. As part of the digital transformation project processes will be reviewed to streamline through the business and maximise the development of technology to automate procedures.</p>