

**REPORT OF THE SERVICE DIRECTOR – CUSTOMERS AND HR****LOCAL GOVERNMENT PENSION SCHEME – IMPROVING DATA QUALITY****Purpose of the Report**

1. The purpose of this report is to inform the Pension Board of the work being undertaken by the Administering Authority to improve data quality, and ensure statutory compliance of the scheme employers along with the Administration Authority.

**Information and Advice****Background**

2. One of the main areas of concern has been the performance of employers in providing their statutory data to the Administration Authority in a timely manner to enable the update of employer records. In order to manage this aspect of the employer's duties the Administration Strategy has been developed to provide a framework for the management of employer's responsibilities to ensure data is received by the Admin Authority.
3. Within the Administration Strategy a Service Level Agreement has been included which will enable the monitoring of activities undertaken by employers and the Admin Authority.

**Development to improve data quality**

4. As part of the implementation plan in respect of the Administration Strategy a set of performance indicator reports have been developed against the service level agreement, which will be activated from April 2017 and a set of reports will be presented to the Pensions Board at the next meeting when data will be available.
5. In support of the Administration Strategy and to support employers understand their responsibilities an employer's day was organised for 9 February, where 72 employers attended with over 106 delegates. Tim Hazelwood from the LGA presented a comprehensive training package covering the main employer's responsibilities.
6. As year-end is approaching a number of employers have attended year-end briefings with the Customer Support and Compliance team in order to understand their responsibilities for year-end. This has also followed a comprehensive communication

plan to ensure scheme employers are fully aware of their responsibilities in respect of year end data and the date of submission.

7. Year-end processing has been one of the main activities for the Pensions Administration Team due to strict timescales connected to this year's valuation process. This being a valuation year has had added to the work of chasing employers and working on errors relating to year end activity for employers for the 15/16 year-end. This has also included addressing errors for 13/14/, 14/15 across a number of employers and 15/16 errors across all employers.
8. Over the two year-ends the Administration Team has been working with employers to improve the submission of year end data, through improving year-end briefings, communications prior to the start of year-end, as well as frequent communication through the year end process keeping employers up to date with progress as well as continuing to chase missing data. The following table gives an indication of the improvements that have been made.

Year End	No of submissions Received by Submission date	Accurate submissions received by submission date	Submission date	Number of Employers in the LGPS	Percentage of accurate submissions received
14/15	112	92	31.05.2015	260	35%
15/16	162	157	30.04.2016	276	57%

9. Due to the planning and work undertaken by the Administration Team the valuation data was provided to the scheme actuary by the agreed date, as well as active benefit statements being issued by 31 August 2016 with deferred benefit statements issued by 30 September.

## **Pension System Developments to Support Employers**

10. One of the main system developments for the coming year will be the implementation of an employer portal which will enable employers to access their employee pension data, submit data changes and run calculations therefore allowing employers some control in managing their own data. Planning is now underway to progress the development, build and implementation of the Portal with Employers. No date for implementation has yet been identified, but we expect an implementation date in the Autumn 2017.
11. Further work is being undertaken to continue to improve the efficient and timely exchange of accurate data through electronic means to update member records through the bulk loading of data into the pensions Administration System and a number of bulk processes are being currently tested.

## **Statutory and Policy Implications**

12. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION**

This report is for noting by the Pensions Board.

**MARJORIE TOWARD**  
**SERVICE DIRECTOR – CUSTOMERS AND HR**

**For any enquiries about this report please contact:**

Jonathan Clewes, Pensions Manager on 0115 9773434 or [Jon.Clewes@nottsc.gov.uk](mailto:Jon.Clewes@nottsc.gov.uk)

## **Constitutional Comments**

As this report is for noting, no constitutional comments are required.

## **Financial Comments (CG 13/04/17)**

Any costs (and savings) arising from the implementation of improved data quality will be met by the Pension Fund.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

## **Electoral Division(s) and Member(s) Affected**

All