

5 February 2015**Agenda Item:xx**

REPORT OF THE SERVICE DIRECTOR – HR AND CUSTOMER SERVICE LOCAL GOVERNMENT PENSION SCHEME

Update on The Implementation of the New Pensions Administration System

Purpose of the Report

1. The purpose of this report is to provide the Pensions Sub Committee with an update on the implementation of the new Pension Administration system into the BSC Pension Office.

Information and Advice

Background

2. Members will be aware that a report was brought to this Committee in December 2013 explaining the need to procure a new Pensions Administration system. Following a procurement process the Civica Universal Pensions Manager (UPM) system was selected, and an implementation programme started to implement the new system by December 2014.
3. The new software and infrastructure were installed in June 2014, in preparation for a full user acceptance test programme together with data cleansing activities.
4. A full training plan was developed for the NCC Pensions Administration Team, and also included colleagues from Nottingham City Council administration function. The training was completed in September and October as scheduled to ensure that the Pensions Office were ready for go live on 18 November 2014.
5. In order to prepare other LGPS employers a communication plan was put together to inform them of the new system, and what the arrangements were for go live of the system including what to expect in respect of changes to pension administration processes.
6. In the final weeks up until go live a cut over plan was prepared to detail the activities that were required to move from the existing AXISE administration system to the new UPM system.

7. The new UPM system has been successfully implemented and went live on 18 November 2014.

Current Position

8. With the move to the new system the Pensions office continued to have access to the old AXISE system until 31 December. This enabled the Pensions Office to undertake an additional check of calculations and administration tasks whilst the Pensions Office became more familiar with the use to the new UPM system. The AXISE system has now been decommissioned in line with contractual arrangements.
9. There are still a number of outstanding operational issues from the go live which the implementation team are working closely with the supplier to address over the coming weeks, these relate to Transfers, Deaths and Retirements.
10. With the implementation of the new UPM system it was always understood that there would be an impact on productivity within the Pensions Office for a period of time. To address this position additional support is being provided from the in house project team and the supplier.

Future Phases

11. Planning has started for Phase two of the project which will include the implementation of a web portal. This development will allow LGPS Scheme Employers to be able to undertake some of their administration duties on line. The final development will be the deployment of a scheme member's portal which will provide a range of self service functions.
12. The final phase of the project is also a further development to interface the new system with the payroll system.

Statutory and Policy Implications

13. 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

1. That the report is noted for information and a further update report will be provided at the next Pension Sub Committee meeting.

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For any enquiries about this report please contact:

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Constitutional Comments (KK 13/01/15)

14. The proposal in this report is for noting.

Financial Comments (SC 14/01/15)

15. The cost of procuring, implementing and maintaining the pension administration system is a legitimate charge to the pension fund under governing regulations.

Background Papers

Further information on the implementation of the new pension administration system can be found in the report to Pensions Committee 17 December 2013 and 16 September 2014.

Electoral Division(s) and Member(s) Affected

All