Nottinghamshire Pension Fund
Annual General Meeting

Transforming pension administration through digital development and new ways of working

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3 October 2019

- July 2019 Pensions Committee approved the development of a programme of work to transform pension administration through digital development and implementation of new ways of working

- Nottinghamshire Fund
  - Over 146,000 members (active, deferred and pensioners)
  - 341 scheme employers, 31% increase since 2014-2015

- LGPS under greater scrutiny from Pension Regulator
  - Compliance is key
  - Data Improvement plan
  - Stipulated that expects Funds to enable employers and members to interact with the Fund via digital platforms
  - Stated that monthly data submissions should be the default

12 September Pension Committee approved scope of the digital programme

- Improve data quality and increased process automation
- Enable Scheme Employers to interact with the fund via a secure portal
- Enable Members to access information about their pension benefits through a secure portal
- Pension Office
  - Administration by exception
  - Moving administrators to work on complex and unusual cases

- Pension Regulator requires Funds to have an improvement plan
- Good quality data is critical element to success of digital programme
- First two phases approved by Committee
  - Data Audit
  - Forensic analysis
- Lead to an Improvement phase – scope of this phase will be determined from outputs of data audit and forensic analysis
- Scheme Employers
  - Individual data scores
  - Work with the Fund to resolve historical data issues
- Continuous process

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Data Improvement

- Final UAT underway
- Portal to be piloted with Nottinghamshire County Council
- Engaged with a number of other employers who will join the second stage of the pilot
- Plan to rollout during 2020 to other employers
- Secure portal for interactions between Employers and Fund
- Limited access to members records
- Implementation of monthly returns
  - New starters, changes, leavers and monthly contributions
  - Data validation checks prior to submissions
  - Errors resolved by Employers
  - Automated processes for loading starters etc

– Proposed to scope this phase during second half of 2020.

– Portal will provide secure access to Members to

- Self serve

- Maintain their own personal data

- Review Annual Benefits Statement online

- Future initiate online retirement process

- Securely communicate with the Fund

- Developing a communications plan
- Scheme Employers
  - Support through the Employer Support and Compliance Team
  - Future - planning a series of events to demonstrate and provide training for the
    - Scheme Employers Portal
    - Monthly returns
- Members
  - Benefits of interacting with the Fund via digital platform

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Communications