

Public Service Governance and Administration Survey 2019

Please answer these questions in relation to LGPS - NOTTINGHAMSHIRE



Introduction

Thank you for taking the time to complete this survey.

Please answer the questions in relation to the following scheme:

LGPS - NOTTINGHAMSHIRE

Within the survey all references to 'the scheme' refer to the above. Where the scheme is locally administered, we mean the sub-scheme or fund administered by the local scheme manager.

Your responses will be kept anonymous unless you consent otherwise at the end of the survey. Linking your scheme name to your answers will help inform The Pensions Regulator's (TPR's) engagement with you in the future.

If you would like to print out a hard copy of this questionnaire to help you when collecting information from colleagues, please click [here](#). Please note, however, that we need you to complete the questionnaire through this online survey and not by filling in a hard copy.

This survey should be completed by the scheme manager or by another party on behalf of the scheme manager. They should work with the pension board chair to complete it, and other parties (e.g. the administrator) where appropriate.

There is a space at the end of the survey to add comments about your answers where you feel this would be useful. There is also an option to print/save your responses before submitting them.

Please click the arrow below to continue to the questionnaire.

Section A - Governance

The first set of questions is about how your pension board works in practice.

A1 Does your scheme have a documented policy to manage the pension board members' conflicts of interest?

- Yes
 No
 Don't know

A2 Does your scheme maintain a register of pension board members' interests?

- Yes
 No
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

A3 Focusing on the scheme's pension board meetings in the last 12 months, please tell us the following:

Please write in the number for each of a-c in the boxes below

a) Number of board meeting that were scheduled to take place (in the last 12 months)

b) Number of board meetings that actually took place (in the last 12 months)

c) Number of board meetings that were attended by the scheme manager or their representative (in the last 12 months)

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

- A4 Do the scheme manager and pension board have sufficient time and resources to run the scheme properly?
 Yes
 No
 Don't know
- A5 Do the scheme manager and pension board have access to all the knowledge, understanding and skills necessary to properly run the scheme?
 Yes
 No
 Don't know
- A6 How often does the scheme manager or pension board carry out an evaluation of the knowledge, understanding and skills of the board as a whole in relation to running the scheme?
 At least monthly
 At least quarterly
 At least every six months
 At least annually
 Less frequently
 Never
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

- A7 On average, how many hours of training per year does each pension board member have in relation to their role on the pension board?

Please write in the number in the box below

hours per year

- Don't know
- A8 Does the pension board believe that in the last 12 months it has had access to all the information about the operation of the scheme it has needed to fulfil its functions?
 Yes
 No
 Don't know
- A9 Is the pension board able to obtain sufficient specialist advice on the following matters when it needs to?

Please select one answer per row

	Yes	No	Don't know
a) Administration	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Cyber security	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Legal	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

A10 Focusing on the composition of your pension board, please tell us the following:

Please write in the number for each of a-d in the boxes below

a) Number of current board members

Don't know

b) Number of vacant positions on the board

c) Number of members that have left the board in the last 12 months

d) Number of members that have been appointed to the board in the last 12 months

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

A11 Does the scheme have a succession plan in place for the members of the pension board?

- Yes
 No
 Don't know

A12 Has the scheme manager delegated the responsibility for making the day-to-day decisions needed to run the scheme to another person?

- Yes
 No
 Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section B - Managing Risks

The next set of questions is about managing risks.

B1 Does your scheme have its own documented procedures for assessing and managing risk?

Please select 'No' if your scheme relies on your local authority's documented procedures for assessing and managing risk.

- Yes
- No
- Don't know

B2 Does your scheme have its own risk register?

Please select 'No' if your scheme relies on your local authority's risk register.

- Yes
- No
- Don't know

B3 In the last 12 months, how many of the 2 pension board meetings reviewed the scheme's exposure to new and existing risks?

Please write in the number in the box below

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

B4 To what do the top three governance and administration risks on your risk register relate?

Please select up to three options below

- Funding or investment
- Record keeping (i.e. the receipt and management of correct data)
- Guaranteed Minimum Pension (GMP) reconciliation
- Securing compliance with changes in scheme regulations
- Production of annual benefit statements
- Receiving contributions from the employer(s)
- Lack of resources/time
- Recruitment and retention of staff or knowledge
- Lack of knowledge, effectiveness or leadership among key personnel
- Poor communications between key personnel (board, scheme manager, administrator, etc.)
- Failure of internal controls
- Systems failures (IT, payroll, administration systems, etc.)
- Cyber risk (i.e. the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its IT systems and processes)
- Administrator issues (expense, performance, etc.)
- Other (please specify)
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section C - Administration and Record-Keeping Processes

The next set of questions is about administration and record-keeping.

- C1 Does the scheme have an administration strategy?
- Yes
 - No
 - Don't know
- C2 Which of the following best describes the scheme's administration services?
- Delivered in house
 - Undertaken by another public body (e.g. a county council) under a shared service agreement or outsource contract
 - Outsourced to a commercial third party
 - Other
 - Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

- C3 Which of the following do you use to measure the performance of your administrators (whether in-house or outsourced)?

Please select all that apply

- Performance against a service level agreement or service schedule
- Member satisfaction ratings
- 'Right first time' statistics
- Testing the accuracy of calculations
- Analysis of errors
- Complaints volumes and trends
- Volumes of rework required
- Assessing project delivery against initially agreed time and cost
- Benchmarking against the market
- Auditing administration functions and systems
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

C4 To what extent are the following processes automated?

A process is automated if it is completed through the use of technology, for example through a software platform, with minimal human intervention.

Please select one answer per row

	Fully automated	Mainly automated with some manual intervention	Mainly done manually	All done manually	Don't know
a) Verification and input of employer data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Reconciliation of contributions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Reporting - data quality	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Reporting - complaints and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) Benefit value calculations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Transfer value calculations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Production of benefit statements	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Monitoring workload and resourcing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

C5 What, if any, barriers do you face to automating more of the scheme's processes?

Please select all that apply

- Lack of suitable technology
- Difficulty in integrating it with the scheme's existing systems
- The initial set-up costs involved
- Securing the necessary internal approval
- Internal resistance to (further) automation
- Lack of knowledge/expertise about how to implement this
- Poor quality of the data
- Other (please specify)
- No barriers to automating more of the scheme's processes
- Don't know

Please write in your 'Other' response in the box below

Resources available

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

C6 In the last 12 months, how many of the 2 pension board meetings had administration as a dedicated item on the agenda?

Please write in the number in the box below

C7 Do you have processes in place to monitor scheme records for all membership types on an ongoing basis to ensure they are accurate and complete?

- Yes
- No
- Don't know

C8 Does the scheme have an agreed process in place with the employer(s) to receive, check and review data?

- Yes
- No
- Don't know

C9 Is your scheme single employer or multi-employer?

- Single employer scheme (i.e. used by just one employer)
- Multi-employer scheme (i.e. used by several different employers)

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

C11 What proportion of your scheme's employers...

Please write in the percentage (from 0% to 100%) for each of a-d in the boxes below. If you do not know exactly, please give an approximate percentage

a) Always provide you with timely data?

 %

Don't know

b) Always provide accurate and complete data?

 %

Don't know

c) Submit data to you monthly?

 %

Don't know

d) Submit data to you electronically?

 %

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

C12 Does the scheme have a process in place for monitoring the payment of contributions?

- Yes
- No
- Don't know

C13 Does the scheme have a process in place for resolving contribution payment issues?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section D - Cyber Security

The next set of questions is about your scheme's cyber security.

D1 Which, if any, of the following controls does your scheme have in place to protect your data and assets from 'cyber risk'?

By 'cyber risk' we mean the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its information technology systems and processes.

Please select all that apply

- Roles and responsibilities in respect of cyber resilience are clearly defined and documented
- Cyber risk is on the risk register and regularly reviewed
- Assessment of the vulnerability to a cyber incident of the key functions, systems, assets and parties involved in the running of the scheme
- Assessment of the likelihood of different types of breaches occurring in the scheme
- Access to specialist skills and expertise to understand and manage the risk
- System controls (e.g. firewalls, anti-virus and anti-malware products and regular updates of software)
- Controls restricting access to systems and data
- Critical systems and data are regularly backed up
- Policies on the acceptable use of devices, passwords and other authentication, and on home and mobile working
- Policies on data access, protection, use and transmission which are in line with data protection legislation and guidance
- An incident response plan to deal with any incidents which occur
- The scheme manager has assured themselves of third party providers' controls (including administrators)
- The scheme manager receives regular updates on cyber risks, incidents and controls
- The pension board receives regular updates on cyber risks, incidents and controls
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

D2 Have any of the following happened to your scheme in the last 12 months?

Please select all that apply

- Computers becoming infected with ransomware
- Computers becoming infected with other viruses, spyware or malware
- Attacks that try to take down your website or online services
- Hacking or attempted hacking of online bank accounts
- People impersonating your scheme in emails or online
- Staff receiving fraudulent emails or being directed to fraudulent websites
- Unauthorised use of computers, networks or servers by staff, even if accidental
- Unauthorised use or hacking of computers, networks or servers by people outside your scheme
- Any other types of cyber security breaches or attacks
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

D3 Thinking of all the cyber security breaches or attacks experienced by your scheme in the last 12 months, which, if any, of the following happened as a result?

Please select all that apply

- Software or systems were corrupted or damaged
- Personal data (e.g. on members, beneficiaries or staff) was altered, destroyed or taken
- Permanent loss of files (other than personal data)
- Temporary loss of access to files or networks
- Lost or stolen assets, trade secrets or intellectual property
- Money was stolen
- Your website or online services were taken down or made slower
- Lost access to any third-party services you rely on
- None of these
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section E - Data Review

The next set of questions is about your scheme's approach to reviewing and improving its data.

E1 When did your scheme last complete a data review exercise?

- Within the last 12 months
- More than 12 months ago
- Never completed one
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

E2 Did your scheme's most recently completed data review exercise identify any issues or problems with the following?

Please select one answer per row

	Yes	No	Don't know
a) National insurance number	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Date of birth	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) First name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Surname	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Gender	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) First line of address	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Postcode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Membership start date	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Membership end date (if applicable)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) Expected retirement age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k) Anticipated income at retirement (based on expected retirement age)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l) Other data item(s)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

E3 Focussing just on the specific data items that you identified issues or problems with in your most recently completed data review, approximately what percentage of the scheme memberships were affected by each one?

Please select one answer per row

	Less than 1% of memberships	1-9%	10-19%	20-29%	30% or more of memberships	Don't know
a) National insurance number	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Date of birth	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Gender	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) First line of address	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Postcode	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Membership start date	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Membership end date (if applicable)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

E4 Has any action been taken to address the issues or problems identified with the data?

Please choose one answer that most closely describes the action your scheme has taken to date.

- An improvement plan is in development
- An improvement plan is in place but rectification work is not yet complete
- An improvement plan has been put in place and rectification work has been completed
- Rectification work has been undertaken without an improvement plan
- No improvement plan has been developed and no work has been undertaken
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section F - Annual Benefit Statements

The next set of questions is about members' annual benefit statements.

F1 In 2019, what proportion of active members received their annual benefit statements by the statutory deadline?

Please write in the percentage in the box below. If you do not know exactly, please give an approximate percentage.

%

F2 Was the missed deadline for issuing active member statements reported to TPR?

- Yes - and Breach of Law report made
- Yes - but decided not to make a Breach of Law report
- No - not reported
- Don't know

F3 What was the main reason for not reporting the breach?

- Not material - few statements affected
- Not material - very short delay
- Other reason (please specify)
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

F4 What proportion of all the annual benefit statements the scheme sent out in 2019 contained all the data required by regulations?

Please write in the percentage in the box below. If you do not know exactly, please give an approximate percentage.

%

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section G - Resolving Issues

The next set of questions is about resolving issues or complaints the scheme has received.

G1 Does the scheme have a working definition of what constitutes a complaint?

- Yes
- No
- Don't know

G2 Focusing on the complaints you have received in the last 12 months from members or beneficiaries in relation to their benefits and/or the running of the scheme, please tell us the following information.

Please write in the number for each of a), b) and c) below. The number at b) should be equal to or lower than the number at a). The number at c) should be equal to or lower than the number at b).

a) Total number of complaints received:

b) Number of these complaints that have entered the Internal Dispute Resolution (IDR) process:

c) Number of these complaints that were upheld by the IDR process:

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

G3 To what did the top three types of complaints going through the IDR process relate?

Please select up to three options below

- Slow or ineffective communication
- Inaccuracies or disputes around pension value or definitions
- Delays to benefit payments
- Disputes or queries about the amount of benefit paid
- Delay or refusal of pension transfer
- Inaccurate data held and/or statement issued
- Pension overpayment and recovery
- Eligibility for ill health benefit
- Other (please specify)
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section H - Reporting Breaches

The next set of questions is about the scheme's approach to dealing with any breaches of the law.

H1 Does the scheme have procedures in place to allow the scheme manager, pension board members and others to identify breaches of the law?

- Yes
- No
- Don't know

H2 In the last 12 months, have you identified any breaches of the law that are not related to annual benefit statements?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

H4 Are there procedures in place to assess breaches of the law, and report these to TPR if required?

- Yes
- No
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section I - Governance and Administration

The next set of questions is about your progress in addressing governance and administration issues.

- 11 What do you believe are the top three factors behind any improvements made to the scheme's governance and administration in the last 12 months?

Please select up to three options below

Improved understanding of underlying legislation and standards expected by TPR

Improved engagement by TPR

Improved understanding of the risks facing the scheme

Resources increased or redeployed to address risks

Administrator action (please specify)

Scheme manager action (please specify)

Have attended a number of seminars to keep up to date with the requirements of the TPR and adjust the plans for the fund in line with the TPR expectations. the fund is further developing its data improvement plan, along with developing processes to maintain progress. The Administration Team has sought additional resources to help assess data improvements, along with starting a digital improvement plan.

Pension board action (please specify)

Board members have attended training events

Other (please specify)

No improvements made to governance/administration in the last 12 months

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

- 12 What are the main three barriers to improving the governance and administration of your scheme over the next 12 months?

Please select up to three options below

Lack of resources or time

Complexity of the scheme

The volume of changes that are required to comply with legislation

Recruitment, training and retention of staff and knowledge

Lack of knowledge, effectiveness or leadership among key personnel

Poor communications between key personnel (board, scheme manager, administrator, etc.)

Employer compliance

Issues with systems (IT, payroll, administration systems, etc.)

The McCloud judgement

Other (please specify)

There are no barriers

Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section J - Perceptions of TPR

The final set of questions is about your views of TPR.

J1 Thinking about your overall perception of TPR, to what extent do you agree or disagree with the following words as ways to describe TPR?

Please select one answer per row

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) Tough	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Efficient	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Visible	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Fair	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Respected	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Evidence-based	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Decisive	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Clear	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Approachable	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

J2 Thinking now about how TPR operates, how effective do you think it is at improving standards in scheme governance and administration in public service pension schemes?

- Very effective
- Fairly effective
- Neither effective nor ineffective
- Not very effective
- Not at all effective
- Don't know

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

J3 And to what extent do you agree or disagree with the following statements?

Please select one answer per row

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a) TPR is effective at bringing about the right changes in behaviour among its regulated audiences	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) TPR is proactive at reducing serious risks to member benefits	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

Section K - Attribution

Thank you for completing this survey. Your responses will help TPR understand how schemes are progressing and any issues they may face, which will inform further policy and product developments. Before you submit your answers, there are just a few more questions about your survey responses.

K1 Which of the following best describes your role within the pension scheme?

- Scheme manager*
- Representative of the scheme manager
- Pension board chair
- Pension board member
- Administrator
- Other (please specify)

** In this survey 'Scheme manager' refers to the definition within the Public Service Pensions Act, e.g. the Local Authority, Fire and Rescue Authority, Police Pensions Authority, Secretary of State/Minister or Ministerial department*

K2 What other parties did you consult with to complete this survey?

Please select all that apply

- Scheme manager
- Representative of the scheme manager
- Pension board chair
- Pension board member
- Administrator
- Other
- Did not consult with any other parties

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

K3 To inform TPR's engagement going forward, they would like to build an individual profile of your scheme by linking your scheme name to your survey answers. This will only be used for internal purposes by TPR and your scheme name would not be revealed in any published report.

Are you happy for your responses to be linked to your scheme name and supplied to TPR for this purpose?

- Yes, I am happy for my responses to be linked to my scheme name and supplied to TPR for this purpose
- No, I would like my responses to remain anonymous

K4 And would you be happy for the responses you have given to be linked to your scheme name and shared with the relevant scheme advisory board? This is to help inform the advisory boards of areas for improvement and to further their engagement with pension boards.

- Yes, I am happy for my responses to be linked to my scheme name and shared with the relevant advisory board
- No, I would like my responses to remain anonymous

K5 TPR may conduct some follow up research on this topic to improve their advice and engagement with schemes such as yours. Would you be willing for us to pass on your name, contact details and relevant survey responses to them so that they, or a different research agency on their behalf, could invite you to take part?

You may not be contacted and, if you are, there is no obligation to take part. Your contact details will be stored for a maximum duration of 12 months, before being securely destroyed.

- Yes, I am happy to be contacted for follow-up research
- No, I would prefer not to be contacted for follow-up research

Please complete all questions on this page before clicking the right hand arrow below to continue to the next question.

K6 Please record your name below. This is just for quality control purposes and will not be passed on to TPR (unless you have agreed that they can contact you for follow-up research).

Jonathan Clewes

K7 Finally, please use the box below if you have any other comments or would like to clarify/explain any of the answers you have given.

C11,c - The Pension Fund does not have a monthly data collection however pension contributions are provided monthly and checked and balanced. E4 - The Pension Fund is currently updating its Data improvement plan, and undertaking a project to focus on data to enable the Fund to work towards more automatic processing of benefits. F3 - The Pension Fund issued all the benefit statements it was able to issue with the data supplied by the Employers, a second run of benefit statements was issued in November to capture those members who were missed due to issues with year end data from the scheme employers. G2 - In terms of complaints/ IDRp's the Fund is awaiting updates on a number of outcomes and so I have only been able to answer don't know at this stage. The fund is also developing a digital improvement programme in order to progress digital improvements, which includes the roll out of an employers portal, move to monthly returns, and the implementation of a members portal, which will move the fund to more automated processes, and administration by exception.

If you would like to print and/or save a copy of your responses then please click the 'print' button below. This will open a new browser window (you may need to allow pop-ups from this site for it to open). You can then print this or choose to save it as a pdf document. Please do this before clicking the submit button.

IMPORTANT: Please click the 'tick' button below to submit your survey.

Once you have submitted your survey you will not be able to go back and change any of your answers or print/save a copy of your responses.