

Business Plan 2017/8 to 2019/20 – Q1 Update

Administration and Communications

Key Tasks

Key:

	Complete
	On target or ahead of schedule
	Commenced but behind schedule
	Not commenced
xN	Item added since original business plan
xM	Period moved since original business plan due to change of plan /circumstances
*	Original item where the period has been moved or task deleted since original business plan

Administration (including Communications) Tasks

Ref	Key Action –Task	2017/18 Period				Later Years	
		Q1	Q2	Q3	Q4	2018/19	2019/20
A1	Development of Workflow Management including Data improvements	x					
A2	Website Launch	x					
A3	Member Self Service	x	x				
A4	Workforce Planning	x					
A5	Backlog to 31 March 2013 (Mercers)	x					
A6	Electronic and Centralised internal procedures	x	x	x	x		
A7	Move to Electronic Annual Benefit Statements	x		x		x	
A8	GMP Reconciliation	x	x	x	x	x	x

Administration and Communication Task Descriptions

A1 – Development of Workflow Management including Data Improvements

What is it?

Following the requirement to provide Key Performance Indicators, to improve the quality of data and to identify/record Breaches, a full review is being undertaken of our workflow systems and data quality to enable identification of issues and plans to resolve these issues.

Timescales and Stages

Develop workflow management	2017/18 Q1
Identify data improvement requirements	2017/18 Q1

Resource and Budget Implications

To be completed by the Pensions Administration Team. Internal costs are being met from the existing budget.

A2 – Website Launch

What is it?

Following a review of the Pension Fund Website in 2016/17, a new look website on the Member Self Service platform is to be launched.

Timescales and Stages

Launch alongside Member Self Service	2017/18 Q1
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Resource and Budget Implications

All internal costs to be met from the existing budget.

A3 – Member Self Service

What is it?

Member Self-Service (MSS) will provide members with an easy-to-use interface which will enable them to access information, undertake data amendments, view their documents and carry out benefit projections online without taking up valuable administration staff time.

Timescales and Stages

Implement System	2017/18 Q1
Advise all scheme members of MSS availability	2017/18 Q1
Presentations and on-going promotions	2017/18 Q1/Q2

Resource and Budget Implications

To be led by the Pensions Administration Manager and implemented by the Technical Team with assistance from the Operational Team. The cost of the MSS system is included within the budget figures.

A4 Workforce Planning

What is it?

To ensure that a plan is in place to review the Pensions Administration workforce due to the age profile of staff, to have appropriate succession planning, and to provide all training requirements.

Timescales and Stages

Develop workforce plan

2017/18 Q1

Resource and Budget Implications

All internal costs to be met from the existing budget.

A5 – Backlog to 31 March 2013 (Mercers)

What is it?

A backlog of tasks prior to 31 March 2013 amounting to approximately 2,500 member cases was identified. This has now been reduced to approximately 200 but further interpretation of data relating to those cases is taking longer to resolve than expected.

Timescales and Stages

Clear cases externally and eliminate backlog

2017/18 Q1

Resource and Budget Implications

A proportion of the budget has been transferred into 2017/18 from 2016/17.

A6 – Electronic and Centralised internal procedures

What is it?

Developing an on-line procedures manual for use by the Pensions Administration staff. This will amalgamate, expand and update current procedure documents ensure consistency, easy access and efficient working as well as providing a useful training tool.

Timescales and Stages

This is a lower priority project and will be completed as and when resource allows.

Develop, collate, update and maintain

2017/18

Resource and Budget Implications

To be carried out by the full Pensions Administration team. All internal costs to be met from the existing budget.

A7 Move to Electronic Annual Benefit Statements

What is it?

Following the implementation of Member Self Service, the move from paper based Annual Benefit Statements to Electronic is being planned for the 2018 statements. In order to comply with disclosure requirements the Clwyd Pension Fund will be writing

out to the home address of all categories of membership within the Clwyd Pension Fund on at least two occasions to notify them on this change.

Timescales and Stages

First communication to all members	2017/18 Q1
Second communication to all members	2017/18 Q3

Resource and Budget Implications

All internal costs to be met from the existing budget.

A8– GMP Reconciliation

What is it?

The government's announcement that contracting out will cease and that HMRC will no longer be responsible for maintaining GMP and other contracting out member records. This means that the onus will be on individual funds to ensure that the contracting out and GMP data they hold on their systems matches up to the data held by HMRC before they cease holding these records. Unfortunately this has shown significant discrepancies between the two sets of data, and a significant amount of work will be required to determine the correct benefits, ensure all systems are updated and to process a potentially significant number of over/underpayment calculations. After the records are reconciled for former pensionable employees, the Fund must also ensure the accuracy of national insurance information held for active members. All GMP's and national insurance information must be reconciled by December 2018, the date the HMRC will cease to provide their services. The timescales below are subject to change depending on the magnitude of the work.

Timescales and Stages

GMP data reconciliation and investigation	2017/18 & 2018/19
Reconciliation of national insurance information (Active Members)	2017/18 & 2018/19
Benefit correction and system updates:	2018/19 & 2019/20

Resource and Budget Implications

Due to the magnitude of this project it is being outsourced. A tender process has resulted in this work being awarded to Equiniti and the estimated cost has been included in the budget for 2017/18.