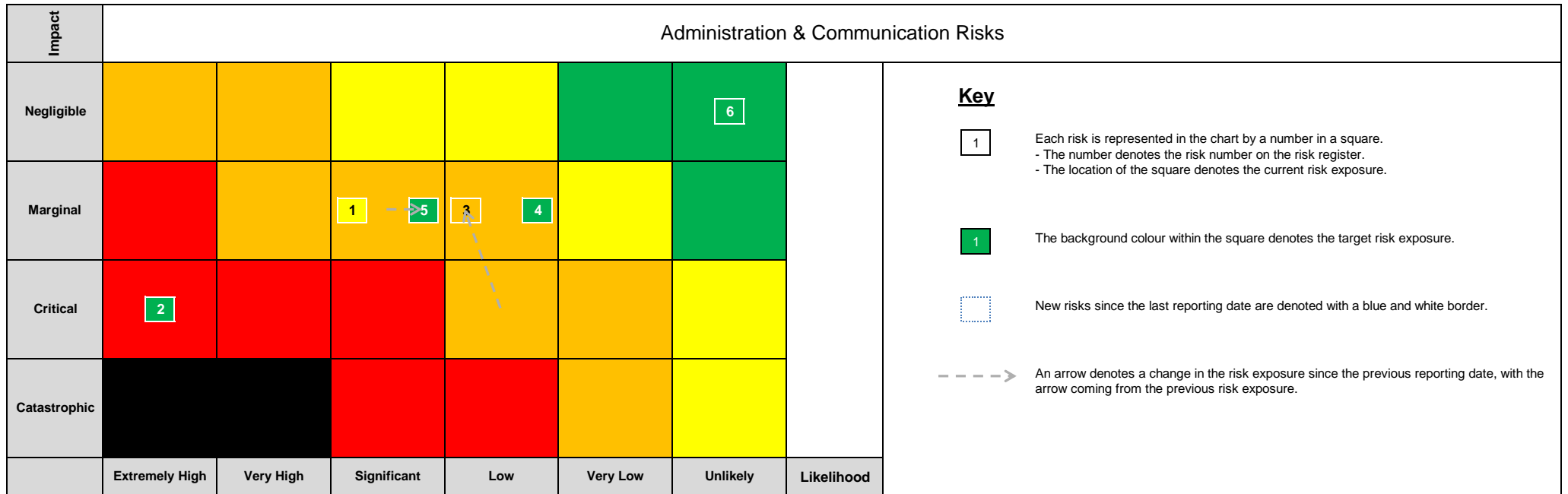


Administration and Communication Risks Heat Map and Summary



Clwyd Pension Fund - Control Risk Register
Administration & Communication Risks

Objectives extracted from Administration Strategy (03/2017) and Communications Strategy (04/2016):

- A1 Provide a high quality, professional, proactive, timely and customer focussed administration service to the Fund's stakeholders
- A2 Administer the Fund in a cost effective and efficient manner utilising technology appropriately to obtain value for money
- A3 Ensure the Fund's employers are aware of and understand their roles and responsibilities under the LGPS regulations and in the delivery of the administration functions of the Fund
- A4 Ensure the correct benefits are paid to, and the correct income collected from, the correct people at the correct time
- A5 Maintain accurate records and ensure data is protected and has authorised use only
- C1 Promote the Scheme as a valuable benefit and provide sufficient information so members can make informed decisions about their benefits
- C2 Communicate in a clear, concise manner
- C3 Ensure we use the most appropriate means of communication, taking into account the different needs of different stakeholders
- C4 Look for efficiencies in delivering communications through greater use of technology and partnership working
- C5 Regularly evaluate the effectiveness of communications and shape future communications appropriately

Risk no.	Risk Overview (this will happen)	Risk Description (if this happens)	Strategic objectives at risk (see key)	Current Impact (see key)	Current Likelihood (see key)	Current Risk Status	Internal controls in place	Target Impact (see key)	Target Likelihood (see key)	Target Risk Status	Meets target?	Further Action?	Risk Manager	Next review date	Last Updated	Previous Impact	Previous Likelihood	Previous Risk Status	Risk removed (date)
1	Unable to meet legal and performance expectations (including inaccuracies and delays) due to staff issues	That there are poorly trained staff and/or we can't recruit/retain sufficient quality of staff, including potentially due to pay grades	All	Marginal	Significant	Orange	1 - Training Policy, Plan and monitoring in place 2 - BP 2017/18 improvements assist with staff engagement 3 - Benefit consultants available to assist if required 4 - Ongoing task/SLA reporting to management/AP/PC/LPB to quickly identify issues 5 - Recent restructuring of team 6 - Data protection training, policies and processes in place 7 - System security and independent review/sign off requirements 8 - ELT established	Negligible	Low	Yellow	☹️ Current impact 1 too high Current likelihood 1 too high	1 - Consider risk from senior staff/similar age 2 - Ongoing recruitment and training	Pensions Administration Manager	30/06/2017	21/03/2017	Marginal	Significant	Orange	
2	Unable to meet legal and performance expectations (including inaccuracies and delays) due to employer issues	Employers: -don't understand or meet their responsibilities -don't have access to efficient data transmission -don't allocate sufficient resources to pension matters	A1 / A4 / A5 / C2 / C3 / C4 / C5	Critical	Extremely High	Red	1 - Administration strategy updated 2 - Employer steering group established 3 - Greater engagement through Pension Board 4 - Backlog project in place 5 - Establishment of ELT	Negligible	Very Low	Green	☹️ Current impact 2 too high Current likelihood 4 too high	1 - Roll out I-connect 2 - Continued expansion of ELT	Pensions Administration Manager	30/06/2017	21/03/2017	Critical	Extremely High	Red	
3	Unable to meet legal and performance expectations due to external factors	Big changes in employer numbers or scheme members or unexpected work increases (e.g. severance schemes or regulation changes)	A1 / A4 / A5 / C2 / C3 / C4 / C5	Marginal	Low	Orange	1 - Ongoing task and SLA reporting to management/AP/PC/LPB to quickly identify issues 2 - Benefit consultants available to assist if required	Marginal	Low	Orange	😊 Current impact 1 too high Current likelihood 1 too high		Pensions Administration Manager	30/09/2017	21/03/2017	Critical	Low	Orange	
4	Scheme members do not understand or appreciate their benefits	Communications are inaccurate, poorly drafted or insufficient	C1 / C2 / C3	Marginal	Low	Green	1 - Communications Strategy in place 2 - Annual communications survey for employees and employers 3 - Specialist communication officer employed	Negligible	Very Low	Green	😊 Current impact 1 too high Current likelihood 1 too high	1 - Continue with website development 2 - Ongoing roll out member self service	Pensions Administration Manager	30/06/2017	21/03/2017	Marginal	Low	Orange	
5	High administration costs and/or errors	Systems are not kept up to date or not utilised appropriately, or other processes inefficient	A2 / A4 / C4	Marginal	Significant	Orange	1 - Business plan has number of improvements (I-connect/MSS etc) 2 - Pension Admin Manager on management group for admin software	Negligible	Very Low	Green	😊 Current impact 1 too high Current likelihood 2 too high	1 - Various improvements in 2017/18 business plan (e.g. I-connect and MSS)	Pensions Administration Manager	30/09/2016	21/03/2017	Critical	Significant	Red	
6	Service provision is interrupted	System failure or unavailability	A1 / A4 / C2	Negligible	Unlikely	Green	1 - Disaster recover plan in place and regularly checked 2 - Hosting implemented	Negligible	Unlikely	Green	😊 Current impact 1 too high Current likelihood 2 too high	1 - Testing to take place (spring/summer 2017)	Pensions Administration Manager	30/09/2017	21/03/2017	Negligible	Unlikely	Green	