

Data Improvement Plan - London Borough of Havering Pension Fund

Activity	Action	Owner	Priority	Timescale	Outcome/Objectives	Progress	Comments
Data Improvement Plan implementation	Agree LPP input into Data Improvement plan	Havering Contract Manager	1	Feb-21	Data improvement plan updated and passed for final sign off		
Year end							
Activities associated with annual "year-end" processing, to ensure the Fund is "data ready" for the formal valuation exercise, annual benefit production and issue of pension savings statements	Liaise with participating employers to confirm year-end data requirements	LPPA	3	Feb-22	All employers receive bespoke EOY template and have access to Your Fund		
	Identify any specific employer training that may be required	LPPA and Havering PF	3	Feb-22	Training given where required		
	Provide training to participating employers where necessary	LPPA and Havering PF	3	Mar-22	responsibilities and the data requirements of the		
	Ensure all year-end posting is carried out in administration system	LPPA	3		Year end posting is complete and update provided to Havering PF		
	Run year-end validations through administration system	LPPA	3		Validation work completed and update provided to Havering PF		
	Clear errors - liaising directly with participating employers where necessary	LPPA	3		Errors cleared and update provided to Havering PF		
	Space for additional items identified following discussion with LPP Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Education							
Areas of improvement that would be beneficial	Continually develop administration staff, to include awareness of the importance of data quality	LPPA	1	Apr-21	Receive assurances from LPPA that appropriate training plans are in place		Can be added to client meeting agendas
	Identify training issues required by participating employers	LPPA	1	Apr-21	Employer training plan put in place		
	Ensure delivery of training, where required	LPPA and Havering PF	2	Sep-21	Complete work as noted in 'action' comments		
	Space for additional items identified following discussion with LPP Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Annual Data Audit							
Regular activities available to ensure quality and timeliness of data received in relation to scheme members from external agencies and sources	Report on new Target Tracing and Mortality screening	LPPA	3	Sep-21	Receive assurances from LPPA that the service received is effective and value for money		
	Undertake regular checks to ensure all contact details are present and correct: address, email and telephone number and update as required	LPPA	2	Jun-21	Work completed and update provided to Havering PF as part of quarterly reporting		
	Ensure appropriate use of the LGPS "NI Database" to ensure correct payment of death grants	LPPA	3	Mar-22	Assurances provided by LPPA		Included in the annual administration report?
	Routinely check the NI Database as part of day-to-day administration and action as appropriate	LPPA	3	Mar-22	Assurances provided by LPPA		Included in the annual administration report?
	Ensure appropriate use of the DWP "Tell us Once" service, to ensure timely notification of scheme member deaths, where appropriate	LPPA	3	Mar-22	Assurances provided by LPPA		Included in the annual administration report?
	Undertake regular data mortality screening against the national death register as administered by the General Register Office + take action where unreported deaths are identified	LPPA and Havering PF	3	Mar-22	Complete work as noted in 'action' comments		Included in the annual administration report?
	Space for additional items identified following discussion with LPP Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Data Accuracy							
Regular run of data through Fund Actuary's "Data Portal" as a means of checking accuracy of member data - part of regular inter-valuation data monitoring	Arrange for running of valuation extracts from administration system	LPPA	2	Aug-21	Complete work as noted in 'action' comments		
	Upload on to Data Portal	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Analyse critical errors and warnings + undertake data correction activities in administration system where required	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Re-run reports and upload to Data Portal to confirm corrections	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Space for additional items identified following discussion with LPP Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Employer engagement							
Actions to link data held by Fund with that of participating scheme employers	No less than annual data reconciliation exercise - providing copy of common data items for active members held on administration system	LPPA	1	once year end 2021 is finalised	To identify discrepancies within the member common data items, missing joiners/leavers, etc.		
	Ensuring monthly employee and employer contribution returns are received within required timescales	Havering PF	1	ongoing monthly	Monthly monitoring task		
	Issuing reminders to those employers who miss deadlines	Havering PF	1	ongoing monthly	Monthly monitoring task		
	Escalating persistent offenders to the Administering Authority and seeking to resolve persistent failure, utilising legal services where required	Havering PF	1	ongoing monthly	Escalated cases are progressed and actively monitored. Outcome is high engagement with Scheme employer		
	Undertake monthly reconciliation of employee and employer contributions and the supporting member summaries provided by each employer	Havering PF	1	ongoing monthly	Monthly monitoring task		
	Space for additional items identified following discussion with LPP Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Continual development of technology							
	Continue to seek opportunities to develop appropriate technology to improve member data quality standards	LPPA and Havering PF	1		Technology is used to advance, improve and better member data quality		

Objectives to ensure where technology is used it assists in the delivery of consistent and accurate member data	Streamline operational processing participating employer and administration activities	LPPA and Havering PF	1		Complete work as noted in 'action' comments	
	Implement monthly reporting, initially to identify any missing starters and leavers but with a view to a full upload of all data in the future	LPPA and Havering PF	1		Complete work as noted in 'action' comments	
	Space for additional items identified following discussion with LPP					
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting	
TPR data scoring						
Undertaking regular data scoring exercise as part of TPR annual reporting exercise	Review scores provided within the LPPA quarterly performance report	Havering PF	1	Jun-21	Complete work as noted in 'action' comments	Updates to process will need to be considered once SAB scheme specific data specification agreed
	Agree plan for tackling any gaps/errors/inconsistencies uncovered	LPPA and Havering PF	1	Jul-21	Complete work as noted in 'action' comments	
	Undertake data correction and report progress	LPPA	1	Jul-21	Receive assurances from LPPA that action has been taken	
	Space for additional items identified following discussion with LPP					
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting	
Website						
Undertake a review of Fund website - to ensure content is appropriate for needs of members and their beneficiaries	Review site content	Havering PF	1	Apr-21	Complete work as noted in 'action' comments	LPPA are due to re-launch the website in November so checks should be carried out following this
	Update website content where required	LPPA and Havering PF	1	Apr-21	Complete work as noted in 'action' comments	
	Ensure all relevant documents are published to the website	LPPA and Havering PF	1	Apr-21	Complete work as noted in 'action' comments	
	Space for additional items identified following discussion with LPP					
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting	