

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	Jul-21	LPPA agree to support the plan	LBH/LPPA met 02/07/2021	LPPA Agreement received
	Obtain Board and Committee approval to implement the plan	Havering Contract Manager	1	Sep-21	Board sign off and Committee agree the plan		Plan approved by Committee 14/09/2021
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	1	Feb-22	All employers receive bespoke EOY template and have access to Your Fund		Templates provided in March 2022
	Identify any specific employer training that may be required	LPPA and Havering PF	1	Feb-22	Training given where required		No training requests made
	Provide training to participating employers where necessary	LPPA and Havering PF	1	Mar-22	Employers confirm they understand their data responsibilities and the data requirements of the Fund		
	Ensure all year-end posting is carried out in administration system	LPPA	1	Jul-22	Year end posting is complete and update provided to Havering PF		Data processing completed
	Run year-end validations through administration system	LPPA	1	Jul-22	Validation work completed and update provided to Havering PF	452 outstanding EoY cases to clear across whole fund	
	Clear errors - liaising directly with participating employers where necessary	LPPA	1	Jul-22	Errors cleared and update provided to Havering PF		All critical valuation errors cleared
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Education							
Ensure employers are aware of their responsibilities as scheme employers	Identify training issues required by participating employers	LPPA	1	Ongoing	Employer training plan put in place		All training is communicated via email and advertised on www.lppapensions.co.uk
	Ensure delivery of training, where required	LPPA and Havering PF	1	As and when required	Complete work as noted in 'action' comments		Training is noted in quarterly performance reports and monitored by Havering PF
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 Address Tracing	LPPA	3	Mar-22	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	3	Oct-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	1	Oct-21	Assurances provided by LPPA		Check is noted on each case within the case management system
	Routinely check the NI Database as part of day-to-day administration and action as appropriate	LPPA	3	Mar-22	Assurances provided by LPPA	Discussions are ongoing to ensure effective use of the database	
	Ensure appropriate use of the DWP "Tell us Once" service, to ensure timely notification of scheme member deaths, where appropriate	LPPA	1	Oct-22	Assurances provided by LPPA		Monitored daily and cases created on the case management system
	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	1	Mar-22	Complete work as noted in 'action' comments		
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		
	Perform a Payroll to Altair comparison for Pensioner/Dependant members and review mismatches	LPPA and Havering PF	3	Dec-21	Pension payments within Altair and Fusion match to within an agreed tolerance limit		
	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	Ensuring monthly employee and employer contribution returns are received within required timescales	Havering PF	1	ongoing monthly	Monthly monitoring task	Some issues with the receipt of monthly schedules to be escalated. All payments received on time	
	Issuing reminders to those employers who miss deadlines	Havering PF	1	ongoing monthly	Monthly monitoring task	As above	
	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	As above	
	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	Reconciliation takes place but process needed where queries arise	
	Put in place a communications plan for regular contact with scheme employers	LPPA and Havering PF	2	Mar-22	All employers receive regular news updates and training opportunities		
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Continual development of technology							
Objectives to ensure where technology is used it assists in the delivery of consistent and accurate member data	Continue to seek opportunities to develop appropriate technology to improve member data quality standards	LPPA and Havering PF	1	Sep-22	Technology is used to advance, improve and better member data quality	Go live on UPM is now November 2022	
	Streamline operational processing participating employer and administration activities	LPPA and Havering PF	1	Sep-22	Complete work as noted in 'action' comments		
	Implement full monthly reporting on UPM	LPPA and Havering PF	1	Sep-22	Complete work as noted in 'action' comments		

	Report progress to Pension Board	Having 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	Having PF	2	Oct-21	Complete work as noted in 'action' comments	
	Agree plan for tackling any gaps/errors/inconsistencies uncovered	LPPA and Having PF	2	Dec-21	Complete work as noted in 'action' comments	
	Undertake data correction and report progress	LPPA	2	Mar-22	Receive assurances from LPPA that action has been taken	
	Report progress to Pension Board	Having 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 for both Having Pensions and LPPA Pensions websites	Having PF	1	Dec-21	Complete work as noted in 'action' comments	The new pensions web page is now in place on the Having.gov.website
	Update Having Pensions website content where required	Having PF	1	Apr-21	Complete work as noted in 'action' comments	
	Ensure all relevant documents are published to the Having Pensions website	Having PF	1	Apr-21	Complete work as noted in 'action' comments	
	Report progress to Pension Board	Having Contract Manager			Progress to be reported at each relevant meeting	