

**PROGRESS ON ACTIONS – LEAVERS DATA SENT TO WYPF @ 7 JUNE 2018**

No	Priority Actions	Progress To Date	Next Steps
1	<b>Progress the leavers' backlog</b>	<p><b>Remaining backlog numbers – Serco figures</b></p> <p>07/06: 678</p> <p>End Feb – Major SAP server failing delaying progress for 5 weeks</p> <p>23/02: 1,635</p> <p>08/01: 2,957</p> <p>A total of 3344 cases have being completed to date (a combination of the backlog and in month leavers.)</p> <p>Serco is working with the outstanding leavers spreadsheets from Anthony Butterfield (WYPF). These spreadsheets total 678 outstanding. Serco will complete 176 leaver statements this week which will leave 502 remaining.</p> <p>The remaining leavers are more complex than the standard leavers statements produced previously. 177 of these date back to pre 2015 when Serco took over the contract. These are described as Serco as cases of Broken records and in order to ensure accurate data is submitted they are having to back through paper files to check details where post have changed. These are not quick fix and so the team are having to spend a number of hours on each case and liaise with WYPF on some of the previous history.</p> <p>Serco have advised that they need to ensure that the complex cases are investigated in more detail so that they are confident that the data provided is correct and accurate.</p> <p>Serco estimate that these remaining complex cases leavers will be completed within 2 -3 months. All current leavers are now being processed in the required timescales.</p>	<p>LCC self- reported to TPR the breach on 10<sup>th</sup> April 2018.</p> <p>TPR will now be updated on the progress and the revised dates of expected resolution.</p> <p>Serco are liaising with individual WYPF advisors on many of the individual outstanding cases.</p> <p>Yunus provided this week a spreadsheet showing the outstanding leavers on their system</p> <p>Vicki has requested that a detailed sheet of names are provided on a weekly basis that will be shared with WYPF to ensure there is no discrepancy and to ensure that all cases are completed.</p>

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2	Address the data quality issues (both correcting the historical errors and ongoing)	<p>A range of measures are in place which will contribute to improved data quality:</p> <p>A follow up Payroll Audit by LCC corporate Audit has been completed in May 2018. – this has focused on known issues, auditing that improvements have been made and applied consistently to the control environment in payroll. (An update on the Payroll Audit is being provided to the Audit Committee in June 2018 which will show there has been positive progress in the payroll control environment. It is expected to be agreed that the assurance level will move from low to limited.)</p> <p>A large system upgrade and a number of system fixes were successfully implemented to BWO (formerly known as Agresso) to address some of the known issues in time for the April 2018 payroll. Where system fixes were not completed documented manual workarounds were put in place.</p> <p>A statement from Fiona Thompson was issued to WYPF via Jo Ray to confirm that the backlog leavers spreadsheet Care Pensionable Pay information as being the correct data on which to calculate the deferred benefit, rather than comparing it to the monthly returns, which may contain historical inaccuracies. This will reduce the number of queries.</p> <p>Fiona also confirmed to WYPF that whilst LCC are not looking to recover most overpayments to employees, LCC will make good to the Fund any employer or employee underpayment.</p> <p>Where there is any historical rectification work to be completed, if they have to</p>	<p>There are monthly monitoring meetings and detailed reporting on the outstanding audit actions. The number is reducing each month, with many of those outstanding linked to system rectification work.</p> <p>Continued Rectification work is being completed in BWO to address remaining system issues and replace the manual work arounds currently in place.</p> <p>All rectification actions are monitored by the LCC Client through existing governance arrangements. There is a monthly Serco performance report and review meeting with LCC to monitor and review performance.</p>

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		be recalculated, it is to the benefit of the scheme member rather than the detriment.	
3	<b>Ongoing monitoring of the employer responsibilities by LCC.</b>	<p>Performance of Serco against the KPI and PI's has improved considerably.</p> <p>Through these LCC are assured that for current payroll:</p> <ul style="list-style-type: none"> <li>• Serco provide accurate and timely pay and contributions data to all pensions administrators.</li> <li>• Serco pay over the contributions on time</li> <li>• Serco make the correct deductions from employees,</li> <li>• Serco have confirmed that changes to contribution rates and annual assessment of bandings was completed for April 2018 payroll.</li> <li>• Serco carry out auto enrolment on employment and at triennial review.</li> </ul> <p>Through ongoing monitoring LCC are checking:</p> <ul style="list-style-type: none"> <li>• Serco are providing timely notifications of events (starters, leavers, and other changes.) Where issues are identified action plans to address are created.</li> </ul> <p>LCC representatives (Liz Hipworth or Vicki Sharpe) will meet with WYPF (Stuart Duncombe) on a monthly basis meetings with Serco payroll to discuss and resolve any issues arising in a timely manner.</p>	<p>In discussions with potential future payroll provider for LCC, the performance monitoring arrangements (based on guidance supplied by Jo Ray) are being taken account of for future performance monitoring with the new provider.</p> <p>LCC has also requested that issues identified by WYPF are directly sent to Graham Morgan, the Serco payroll manager, and to Vicki Sharpe so that Serco and LCC can seek to resolve them before they require escalation to Jo Ray.</p>

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