

**Open Report on behalf of Pete Moore - Executive Director of Finance and Public Protection**

Report to:	<b>Lincolnshire Pensions Board</b>
Date:	<b>21 March 2019</b>
Subject:	<b>The Pensions Regulator Data Scores</b>

**Summary:**

This report updates the Board on the Data Scores for Lincolnshire Pension Fund reported to The Pensions Regulator as required under this year's TPR returns.

Yunus Gajra, the Business Development Manager from WYPF, will update the Board.

**Recommendation(s):**

That the Board note the report and the Data Improvement Plan.

## 1.0 Background

- 1.1 For the first time TPR have asked pension schemes to report their common and scheme specific data scores in the annual scheme returns.
- 1.2 As reported previously, Data Scores for LPF were:

Common	95.71
Scheme Specific	94.81

## 2.0 Data Issues

### 2.1 Missing Addresses

There are 2051 address's missing for deferred members.

WYPF have recently completed a one year contract with Accurate Data for them to attempt to trace our lost contact deferred pensioners. A Success rate of 36% was achieved.

We also attempt to trace these cases three months before they are due for payment. Initially we do this at WYPF using on-line tracing databases (Trace IQ and Experian) and if we cannot find them on these we then ask Accurate Data for

an individual trace. The cost of these individual traces is deducted from the member's benefits. The success rate is 25% for these cases but as we have already used Trace IQ and Experian they are usually a lot harder to find.

Our contract with Accurate data has now expired (although we have an agreement to carry on using them in the meantime) so we are looking at using the National LGPS Framework for Member Data Services which will significantly reduce the time and cost associated with procurement by offering a facility that has already been competitively tendered.

There are four suppliers on the National LGPS Framework:

- Accurate Data Services
- GB Group PLC
- JLT Employee Benefits
- Target Professional Services

We are at an early stage of procuring a supplier through the Framework.

## 2.2 Missing Earnings

There are 4,063 records with missing earnings. The majority of cases are awaiting leaver/pensioner benefits to be calculated.

## 2.3 Missing CARE Benefits

There are 5,099 records with missing Career Average Revalued Earnings (CARE). These are cases where leaver forms are outstanding from the Employers or where they have been received by WYPF but benefits not yet calculated.

## 2.4 Missing CARE Rates

There are 4,038 cases where the revaluation rate is missing from the member's record. These are cases where leaver forms are outstanding from the Employers or where they have been received by WYPF but benefits not yet calculated.

## 2.5 Beneficiary Link to Pensioner Missing

There are 1,274 records where the beneficiary does not have their record linked to the original pensioner/member. WYPF will investigate these cases to see if a link can be found.

## 2.6 Beneficiary Type Missing

There are 1,274 records where the beneficiary does not have their record linked to the original pensioner/member. WYPF will investigate these cases to see if a link can be found.

### 3.0 Data Improvement Plan

- 3.1 As a result of the data scores WYPF has devised a Data Improvement Plan (**Appendix 1**) which identifies the issues with the data and the resolutions required to resolve those issues.
- 3.2 The Data Improvement Plan is currently in draft format as some of the responsibilities and deadlines have yet to be agreed internally, although some work has already been started to cleanse the data.
- 3.3 The reports to measure the data scores will be run at least on a quarterly basis to measure the improvements in data scores and identify any new issues.
- 3.4 It should be noted that TPR do not expect scores to be 100%, as long as there is a Data Improvement Plan to address the data issues. For example, as we trace members, others are identified as lost contact through returned mail. WYPF also takes every opportunity to remind members to tell us when they move house.

### 4.0 Conclusion

- 4.1 Data quality is important to the Fund as, as well as being a requirement of the Pensions Regulator. It may affect the employer contributions at the next valuation and can impact on the reputation of the Fund.
- 4.2 The Fund continually reviews the quality of data held throughout the year and strives to keep this as complete, accurate and up to date as possible. The Pensions Regulator requires Funds to undertake a review of data quality at least annually and this report consolidates the work undertaken in compliance with this requirement.
- 4.3 This report concludes that, whilst data quality is considered to be good within the Fund, there are improvements that can be made and as a result a data improvement plan has been developed.

### Appendices

These are listed below and attached at the back of the report	
Appendix 1	Draft Data Improvement Plan

### Consultation

#### a) Have Risks and Impact Analysis been carried out??

Yes

#### b) Risks and Impact Analysis

The Pension Fund has a risk register which can be obtained by contacting the Pensions Manager.

### **Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Yunus Gajra, who can be contacted on 01274 432343 or [Yunus.gajra@wypf.org.uk](mailto:Yunus.gajra@wypf.org.uk).