

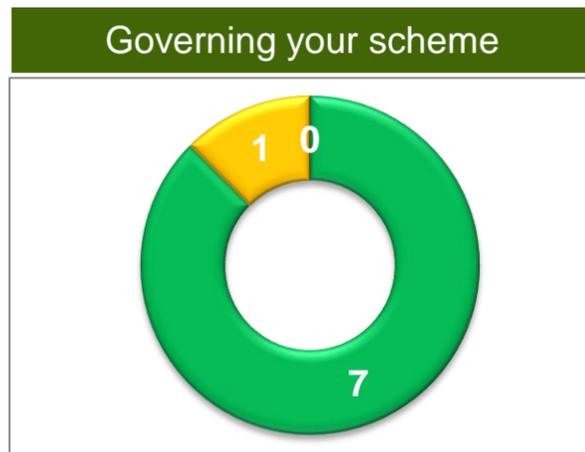
# Results

## Using this report

In this report we have provided an indicative risk rating for each answer you selected, alongside some guidance and links to additional information. This report does not provide an assessment of compliance with the law – it indicates areas that might be of particular concern and where you may wish to focus. You should seek legal advice where required.

To minimise the risk of non-compliance with the law, you should conduct a comprehensive review of your scheme against the requirements set out in the legislation and the guidance provided in our code of practice. Statistics refer to findings from TPR's 2015 survey into the Governance and Administration of Public Service Schemes.

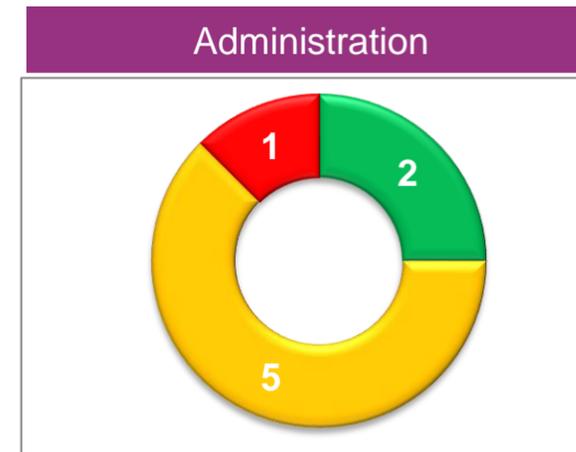
## A summary of your results



Percentage of questions answered: **100%**



Percentage of questions answered: **100%**



Percentage of questions answered: **100%**

## Results - Governing your scheme

Question 1 - Have you clearly defined and recorded the roles and responsibilities of the pension board?		
Your Answer:	Yes	Green
Feedback:	<p>You should keep roles and responsibilities under review, in particular considering any changes to scheme regulations or working arrangements (eg where certain functions are delegated by the scheme manager). Roles and responsibilities should be made clear during the board member appointment process, so they are clear about what is expected of them and what the role entails.</p> <p>You should also ensure these are communicated and understood by relevant parties such as the administrator, members or in the case of local government pension schemes, the pension committee, eg by publishing them alongside other pension board information.</p>	
Question 2 - Have you published information about the pension board and ensured it is kept up to date?		
Your Answer:	Yes – we publish information to legal requirements and provide additional information about the pension board and board business	Green
Feedback:	<p>Our code of practice sets out examples of additional information you may wish to consider publishing if you don't already do so. You should monitor all published data to ensure it remains accurate and complete.</p> <p>You should also ensure that the information is suitably accessible – it should be available to all scheme members and all staff who are eligible to be automatically enrolled into the scheme without them needing to ask for it. Further information is on our website.</p>	
Useful Links:	<p><a href="#">Code of Practice 14: Publishing information about schemes</a></p> <p><a href="#">Website: Publishing scheme information</a></p>	

### Question 3 - Do you have policies and arrangements in place to help pension board members acquire and retain the requisite knowledge and understanding?

Your Answer:	Yes	Green
Feedback:	<p>Clearly defined policies and arrangements can help board members meet their legal obligations around knowledge and understanding. Four in five public service schemes have put such arrangements in place.</p> <p>You should keep your processes under regular review to ensure they remain effective and fit for purpose.</p>	
Useful Links:	<a href="#">Code of Practice 14: Knowledge and understanding required by pension board members</a>	

### Question 4 - Do you use the following for your pension board?

#### a) Training Plans

Your Answer:	Yes	Green
Feedback:	<p>Board members should regularly review their skills, knowledge and competencies to identify gaps and weaknesses, and should invest sufficient time in their learning and development.</p> <p>Many schemes use pension board training plans to help board members acquire and retain knowledge and understanding. If you don't already do so, you may wish to consider the use of individual training plans as the training needed may vary according to each member's role and expertise. Further information is in our code and our quick guide to personal development.</p>	

b) Individual training needs analysis		
Your Answer:	No	Amber
Feedback:	<p>Board members must have the required knowledge and understanding so they can perform their role properly. The training needed to acquire the degree of knowledge and understanding required may vary according to each member's role and expertise. As such, training needs may be personal to the individual and you should consider the use of individual training needs analysis.</p> <p>You can use our tool 'Assessing your Learning Needs' to get you started. Further information can also be found in our code and our quick guide to personal development.</p>	
c) Training log		
Your Answer:	Yes	Green
Feedback:	<p>Many schemes use training logs to help board members track their learning. They help you demonstrate steps you have taken to comply with legal requirements.</p> <p>You should regularly review the training log to ensure that risks associated with knowledge gaps are being mitigated. Board members should keep their skills, knowledge and competencies under regular review to identify gaps and weaknesses for further training.</p>	
Useful Links:	<p><a href="#">Code of Practice 14: Knowledge and understanding required by pension board members</a></p> <p><a href="#">Quick guide to personal development</a></p> <p><a href="#">Template: Assessing your Learning Needs</a></p>	

**Question 5 - Do you have a conflicts policy and procedure for pension board members?**

Your Answer:	Yes	Green
Feedback:	<p>Nine in ten public service schemes have put conflicts policies and procedures in place for board members. These help identify, monitor and manage any interests that have the potential to become conflicts.</p> <p>You should review the policy and procedures regularly to ensure they remain fit for purpose.</p>	
Useful Links:	<a href="#">Code of Practice 14: Conflicts of interest and representation</a>	

**Question 6 - Do you have a register of interests (or equivalent)?**

Your Answer:	Yes	Green
Feedback:	<p>A register is a simple and effective way of recording and monitoring interests.</p> <p>Conflicts should be included as an opening agenda item at pension board meetings and you should capture decisions about how to manage potential conflicts. The register of interests should be circulated to the pension board for ongoing review and published, for example on a scheme's website.</p>	
Useful Links:	<a href="#">Code of Practice 14: Conflicts of interest and representation</a>	

## Results - Managing risks and issues

Question 1 - Do you have procedures in place for assessing and managing risk?		
Your Answer:	No	Red
Feedback:	<p>The scheme manager must establish and operate internal controls: systems, arrangements and procedures that are put in place to ensure the scheme is run in accordance with legal requirements.</p> <p>Documented risk processes are a key internal control used by three quarters of public service schemes. Not having such processes in place may put you at significant risk of not identifying, mitigating or managing risks, which could have a material impact on the scheme and members. You can find further information in our code.</p>	
Useful Links:	<p><a href="#">Code of Practice 14: Managing risks</a></p> <p><a href="#">Checklist: Internal Controls</a></p>	

Question 2 - Do you have a risk register?		
Your Answer:	No	Red
Feedback:	<p>Four in five public service schemes operate a risk register – this key tool helps schemes manage internal and external risks. A well-designed risk register helps you focus your resources on the risks which are the most likely to occur and have the greatest potential impact on scheme operations and members. You can get started with our example risk register.</p> <p>You should review risks regularly. Three in five public service schemes assess risks at least every quarter. Our code provides further practical guidance on risk management.</p>	
Useful Links:	<p><a href="#">Code of Practice 14: Managing risks</a></p> <p><a href="#">Example Risk Register</a></p>	

### Question 3 - Where you have outsourced services, do you ensure that providers demonstrate that they have internal controls in place?

Your Answer:	We don't use outsourced services	N/A
Feedback:	Not applicable.	
Useful Links:	<a href="#">Code of Practice 14: Managing risks</a>	

### Question 4 - Do you have a service level agreement, or equivalent, in place with your scheme administrators, whether in house or outsourced?

Your Answer:	No	Amber
Feedback:	<p>The administration of the scheme is where a larger proportion of the scheme manager's duties are carried out – it is vital that you pay attention to the way your scheme is administered. You need to be confident that your administrator is delivering its services and take steps to address poor performance.</p> <p>Seven in ten public service schemes report having a documented service level agreement in place with their scheme administrator – this enables them to measure the timeliness, quality and accuracy of administration. Our code provides further guidance on internal controls.</p>	
Useful Links:	<a href="#">Code of Practice 14: Managing risks</a>	

**Question 5 - Are your internal dispute resolution arrangements clearly communicated to members and others?**

Your Answer:	In progress	Amber
Feedback:	<p>Internal Dispute Resolution arrangements provide formal procedures for disputes to be investigated and decided upon quickly and effectively. They play a key role in the effective governance and administration of a scheme.</p> <p>You should confirm and communicate your arrangements to members, for example in the joining booklet. Some public service schemes provide this information in other written communications, for example in benefit or decision letters. Schemes should also make their arrangements accessible to potential applicants, for example by publishing them on a scheme website. Further information on internal dispute resolution is available in our code.</p>	
Useful Links:	<a href="#">Code of Practice 14: Internal dispute resolution</a>	

**Question 6 - Do you have procedures in place to identify, assess and report breaches of the law?**

Your Answer:	In development	Amber
Feedback:	<p>Scheme managers, pension board members and certain other parties have a duty to report breaches of the law to us in certain circumstances.</p> <p>You should make sure you have effective procedures to identify, assess and report breaches. This is critical in order to reduce risk in your scheme and to help you meet your legal duty. Our code provides practical guidance on what procedures should cover, how to assess if a breach should be reported to us and what to report.</p>	
Useful Links:	<a href="#">Code of Practice 14: Reporting breaches of the law</a>	

## Results - Administration

Question 1 - Do you have a process in place to ensure that information is provided to TPR as required (eg through the scheme return)?		
Your Answer:	Yes	Green
Feedback:	<p>You must provide us with certain information and keep this information up to date, and complete a scheme return when asked.</p> <p>To help you meet your legal obligations, you should provide us with a 'scheme contact' via our online portal Exchange and make sure this information is kept up to date in light of role changes. Larger schemes may wish to provide several people with access to Exchange.</p>	
Useful Links:	<p><a href="#">Website: Reporting requirements</a></p> <p><a href="#">Exchange</a></p>	

Question 2 - Do you have processes in place to monitor scheme records for all membership types on an ongoing basis and ensure they are accurate and complete?		
Your Answer:	In progress	Amber
Feedback:	<p>Scheme managers must ensure that certain data is complete and accurate. This applies equally in respect of active, deferred, pensioner members and beneficiaries. Failure to maintain complete and accurate records can affect your ability to carry out basic functions.</p> <p>Four in five schemes have put in place record-keeping policies and procedures for all types of members and beneficiaries. You should establish or review your record-keeping processes immediately. Guidance can be found in our code and on our website.</p>	
Useful Links:	<p><a href="#">Code of Practice 14: Scheme record-keeping</a></p> <p><a href="#">Website: Types of records to keep</a></p>	

### Question 3 - Do you have controls in place to ensure that your employer(s) provides timely, accurate and complete data?

Your Answer:	In development	Amber
Feedback:	<p>Scheme managers must keep records of specific member data. Most of this information will come from your employer(s) so you should ensure that employers have processes in place to provide you with the right data at the right time and in the right format. Poor data can create significant issues, even in single employer schemes.</p> <p>Some schemes provide specific training to employers on data requirements. Further information can be found in our code and our guide to issuing annual benefit statements.</p>	
Useful Links:	<a href="#">Code of Practice 14: Scheme record-keeping</a> <a href="#">Quick guide to issuing annual benefit statements</a>	

### Question 4 - When did you last carry out a data review exercise?

Your Answer:	More than a year ago	Red
Feedback:	<p>A data review is a key action we would expect a well run scheme to undertake at least annually. A review enables you to identify gaps and data quality issues, and take action to resolve these. Nine in ten public service schemes plan to review their data at least once a year.</p> <p>The Record Keeping Regulations set out records scheme managers are required to keep and you should measure your data against these requirements. Your review should include an assessment of the accuracy and completeness of the member data held. Further information can be found in our code and on our website.</p>	
Useful Links:	<a href="#">Code of Practice 14: Scheme record-keeping</a> <a href="#">Website: Types of records to keep</a>	

### Question 5 - Where you have identified poor quality or missing data, do you have an improvement plan to address issues?

Your Answer:	In development	Amber
Feedback:	<p>You should continually review your data and carry out a data review exercise at least once a year. You should then ensure the necessary steps are taken to resolve any issues identified.</p> <p>A data improvement plan is a key tool we expect schemes to use to address issues of poor quality or missing data. Your plan should have specific data improvement measures that you can monitor and an end date within a reasonable timeframe when the scheme will have complete and accurate data.</p>	

### Question 6 - Do you have processes in place for monitoring scheme contributions, resolving issues and assessing whether to report payment failures to TPR?

Your Answer:	In development	Amber
Feedback:	<p>The scheme manager of a public service scheme must establish and operate internal controls. This should include processes around payments of contributions. Four in five public service schemes have such processes in place.</p> <p>Schemes should monitor contributions on an ongoing basis and regularly check payments received against the payments which were due. Schemes should take steps to resolve payment failures. By law, the scheme manager must report these where they believe they are likely to be of material significance to TPR. Further information is available in our code. You can also use our Managing contributions checklist to evaluate how effectively your scheme manages contributions.</p>	
Useful Links:	<p><a href="#">Code of practice 14: Maintaining contributions</a>  <a href="#">Checklist: Managing contributions</a></p>	

### Question 7 - Have you reviewed your processes for issuing annual benefit statements to ensure they are fit for purpose?

Your Answer:	No	Amber
Feedback:	<p>You should consider undertaking a lessons learned exercise once your statements are issued, including getting feedback from stakeholders involved. This is particularly important when you have implemented new requirements. Processes should be updated, and remedial work scheduled, in time for the next cycle. Some issues to consider in your review are included in our guide to issuing annual benefit statements.</p> <p>Where issues resulted in a failure to comply with legal duties (eg a failure to provide benefit statements) and you consider this is likely to be of material significance to us, you should submit a breach of law report.</p>	
Useful Links:	<a href="#">Quick guide to issuing annual benefit statements</a>	

### Question 8 - Have you taken steps to ensure that member communications are clear, accurate and easily accessible?

Your Answer:	Yes	Green
Feedback:	<p>You should regularly review your member communications to ensure members are able to engage with their pension savings. You can find out about members' information needs and their views on your communications in a number of ways - by speaking to employee representatives on the pension boards, listening in on calls to the administrator, undertaking member surveys or even organising focus groups.</p>	

# Action plan

## Using this action plan

You can use this section to set out the actions you are planning to take to address any risks identified in your results report, or actions you will take to help you achieve best practice.

You should review progress against this plan regularly. To help you do so, you can put in a review date against each action.

## Action plan - Governing your scheme

Question 1 - Have you clearly defined and recorded the roles and responsibilities of the pension board?		
Your Answer:	Yes	
Scheme Action Plan:	Ensure that pension board members and chairman are reissued with their role descriptions. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

Question 2 - Have you published information about the pension board and ensured it is kept up to date?		
Your Answer:	Yes – we publish information to legal requirements and provide additional information about the pension board and board business	
Scheme Action Plan:	Confirm all the communication channels at which information can be accessed. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 3 - Do you have policies and arrangements in place to help pension board members acquire and retain the requisite knowledge and understanding?**

Your Answer:	Yes	
Scheme Action Plan:	Review Attendance & Knowledge and Understanding Policy. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 4 - Do you use the following for your pension board?**

**a) Training Plans**

Your Answer:	Yes	
Scheme Action Plan:	Ensure compliance with the training policy. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**b) Individual training needs analysis**

Your Answer:	No	
Scheme Action Plan:	To be developed. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**c) Training log**

Your Answer:	Yes	
Scheme Action Plan:	Make the training log available at local board meetings. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 5 - Do you have a conflicts policy and procedure for pension board members?**

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

**Do you have a register of interests (or equivalent)?**

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

## Action plan - Managing risks and issues

Question 1 - Do you have procedures in place for assessing and managing risk?	
Your Answer:	No
Scheme Action Plan:	Create risk register. Update to the next local board meeting.
Review Date:	Next local board meeting - Q2/3 2017-18

Question 2 - Do you have a risk register?	
Your Answer:	No
Scheme Action Plan:	Create risk register. Update to the next local board meeting.
Review Date:	Next local board meeting - Q2/3 2017-18

Question 3 - Where you have outsourced services, do you ensure that providers demonstrate that they have internal controls in place?		
Your Answer:	We don't use outsourced services	N/A
Scheme Action Plan:		
Review Date:		

**Question 4 - Do you have a service level agreement, or equivalent, in place with your scheme administrators, whether in house or outsourced?**

Your Answer:	No	
Scheme Action Plan:	Liaise with the pension administration team to design a service level agreement. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 5 - Are your internal dispute resolution arrangements clearly communicated to members and others?**

Your Answer:	In progress	
Scheme Action Plan:	Draft arrangement to be reviewed by the local pension board on 09/02/2017 prior to approval by the Audit and Governance Committee. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 6 - Do you have procedures in place to identify, assess and report breaches of the law?**

Your Answer:	In development	
Scheme Action Plan:	Draft breaches policy to be reviewed by the local pension board on 09/02/2017 prior to approval by the Audit and Governance Committee. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

## Action plan - Administration

### Question 1 - Do you have a process in place to ensure that information is provided to TPR as required (eg through the scheme return)?

Your Answer:	Yes	
Scheme Action Plan:	Publicise tPR Exchange contact. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

### Question 2 - Do you have processes in place to monitor scheme records for all membership types on an ongoing basis and ensure they are accurate and complete?

Your Answer:	In progress	
Scheme Action Plan:	Confirm with pensions administration. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

### Question 3 - Do you have controls in place to ensure that your employer(s) provides timely, accurate and complete data?

Your Answer:	In development	
Scheme Action Plan:	Confirm with pensions administration. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 4 - When did you last carry out a data review exercise?**

Your Answer:	More than a year ago	
Scheme Action Plan:	Commission pensions administration to carry out a data review exercise. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 5 - Where you have identified poor quality or missing data, do you have an improvement plan to address issues?**

Your Answer:	In development	
Scheme Action Plan:	Confirm with pension administration. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 6 - Do you have processes in place for monitoring scheme contributions, resolving issues and assessing whether to report payment failures to TPR?**

Your Answer:	In development	
Scheme Action Plan:	Confirm with pensions administration. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 7 - Have you reviewed your processes for issuing annual benefit statements to ensure they are fit for purpose?**

Your Answer:	No	
Scheme Action Plan:	Confirm process with pension administration. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	

**Question 8 - Have you taken steps to ensure that member communications are clear, accurate and easily accessible?**

Your Answer:	Yes	
Scheme Action Plan:	Review communications and create communications plan. Update to the next local board meeting.	
Review Date:	Next local board meeting - Q2/3 2017-18	