

## Highlight Report – GMP – Project Phase: In delivery

<b>Date of Report:</b>	26 <sup>th</sup> June 2019	<b>Upcoming Milestones</b>		
<b>Project Lead</b>	Amy Wallace	<b>Item</b>	<b>Due</b> (* = estimated)	<b>Status</b>
<b>Prepared by:</b>	Tom Lewis	JLT & Fund workshop	30 <sup>th</sup> May	Complete
<b>Project RAG Status</b>	<b>Green</b>			
<b>Project Scope</b>				
This project seeks to complete a GMP Reconciliation between the data held by the SCC Fund and HMRC records from the point ITM (phase 1 contracted supplier) completed the initial bulk analysis and raised queries with HMRC. Phase 2 work will include Data gathering, member reconciliation and rectification work to be undertaken by the contracted supplier JLT up until 100% completion.		Define reconciliation process	Oct / Nov	Not due to start yet
		Member rectification on admin system	Nov / Dec	Not due to start yet
		Communicate with affected members	Nov / Dec	Not due to start yet

### Project Summary

The guaranteed minimum pension reconciliation work has been in the delivery phase since September 2018 after it was contracted out to a chosen supplier, JLT. This supplier has taken on 100% of the work with a designated team based both in the UK and India, with only minimal support required from the administration team should information be unavailable on the administration system, Altair.

The progress to date has been excellent during this period and the current status of case reviews puts the GMP reconciliation for your fund on par with other LGPS funds across the country. Below is a summary of the current project progress:

#### Progress to date:

- 85% of your membership is now matched. We resolved some 78,425 queries to achieve this
- 97% of your GMP values are now matched. We resolved some 82,533 queries to achieve this
- 18,502 queries are remaining for us to review (not including any outstanding HMRC responses)

#### The next actions for JLT:

- Continue to review the outstanding cases that require manual review 18,502 cases
- Review final HMRC responses
- Completion / Finalise data gathering phase
- Rectification commences

The communication between the Orbis admin service and JLT sees weekly conversations at project level, fortnightly reports on movement analysis and, a monthly steering group meeting with the service management team, to ensure the work remains on track for completion. There were recent workshops run by JLT that included key stakeholders from the fund. These workshops are in place to prepare the fund for the upcoming decisions required that will define the approach to member reconciliation process.

It is anticipated the liability amounts for the fund will be provided by JLT in October/November time, subject to HMRC timing and plans.

The full report from JLT can be found attached in annex xxx

**Key Risks & Issues**

Item	RAG	Detail	Action/Update

# Highlight Report – Data Cleanse & Valuation– Project Phase: In delivery

<b>Date of Report:</b>	2 <sup>nd</sup> July 2019	<b>Upcoming Milestones</b>		
<b>Project Lead</b>	Tom Lewis	<b>Item</b>	<b>Due</b> (* = estimated)	<b>Status</b>
<b>Prepared by:</b>	Tom Lewis	Compass modelling	30 <sup>th</sup> April	Complete
<b>Project RAG Status</b>	Green			
<b>Project Scope</b>		End of year data checking / processing (completed returns)	30 <sup>th</sup> June	Complete
With the valuation taking place in July 2019 this project is to clean fund data held in the administration system, Altair, to ensure the contribution rates for the next 3 – 4 years can be set with the highest level of accuracy.		Review load data with the fund	15 <sup>th</sup> July	On schedule
		Final data load for Hymans	19 <sup>th</sup> July	On schedule

## Project Summary

The data cleanse has been taking place since January 2<sup>nd</sup> 2019 and the administration team have been working hard to reduce the number of critical errors and influential warning errors prior to the valuation in July 2019. The initial part of this project has seen the focus concentrate on the clearance of errors between April 2016 and March 2018. The progress made since the beginning of the year has been very encouraging, with the critical errors (as defined by Hymans) reading 5325 at the beginning of June across all statuses. The next data extract and load to the Hymans portal is due to take place next week and we anticipate the errors will reduce considerably with the end of year data having now been loaded for the SCC employers.

As we have now moved into the current financial year, the focus has moved onto the end of year returns for 2018/19 which so far has seen nearly all returns made by employers within the fund (please see EOY/ABS update for specifics). The team have been concentrating on checking the quality of this provided data, with the aim of ensuring it is as accurate as possible. By doing these checks on the year end returns, it will reduce the number of unknown errors once the next phase of data cleanse progresses after all returns are loaded into the Altair system.

At this stage we are confident the data will be in a workable state for the final valuation upload.

## Key Risks & Issues

Item	RAG	Detail	Action/Update
<b>Assumptions</b>		Certain areas of data extracted from the admin system does not always work in line with the Hymans portal and, tolerance levels set by Hymans at times present errors that may not be deemed as an actual error.	The aim will be to remove remaining errors and the 2019 returns should help with this. Some assumption tolerances may need to be agreed prior to final submission if necessary.

# Highlight Report – System Review – Project Phase: In discovery

<b>Date of Report:</b>	2 <sup>nd</sup> July 2019	<b>Upcoming Milestones</b>		
<b>Project Lead</b>	Mark Spiller	<b>Item</b>	<b>Due</b> (* = estimated)	<b>Status</b>
<b>Prepared by:</b>	Tom Lewis	Business Analyst in post	17 <sup>th</sup> April	Complete
<b>Project RAG Status</b>	Green			
<b>Project Scope</b>				
Review the market and the available pension administration systems to ensure the system in use for the Orbis Pension Administration service continues to meet the necessary requirements for all members within the partnership.		SCC based admin team workshop	9 <sup>th</sup> May	Complete
		SCC Fund workshop	18 <sup>th</sup> June	Complete
		End of BA discovery	19 <sup>th</sup> July	On schedule

## Project Summary

At the end of April 2019 the Pension Project Team appointed a Business Analyst (BA) to undertake the initial discovery phase of this project. During the 12 weeks the BA is with Orbis there will be a number of workshops taking place with our key users, partners and members to begin understanding the requirements of all our stakeholders. A workshop took place in June that included the stakeholders from Surrey pension fund as part of the requirement gathering.

By the end of this discovery phase the BA will produce a number of key documents providing information including an impact analysis, an outline business case and a non-functional / functional specification, which will be used as part of a potential tendering process later on this financial year.

The decision to obtain a new system will be made once all research and analysis has taken place, with the aim to produce a business case showcasing all potential options later this year. Whichever path is chosen, the admin service is aiming to move forward with a digital transformation that will see an increase in the use of member self-service for members and employers plus, more efficient processes within the administration service.

## Key Risks & Issues

Item	RAG	Detail	Action/Update

# Highlight Report – EOY & Annual Benefit Statements – Project Phase: In delivery

<b>Date of Report:</b>	28 <sup>th</sup> June 2019	<b>Upcoming Milestones</b>		
<b>Project Lead</b>	Tom Lewis	<b>Item</b>	<b>Due</b> (* = estimated)	<b>Status</b>
<b>Prepared by:</b>	Tom Lewis	Final hard deadline for any outstanding employer returns	31 <sup>st</sup> May	Complete
<b>Project RAG Status</b>	<b>Green</b>			
<b>Project Scope</b>		Councillor ABS run	30 <sup>th</sup> June	Complete
To actively manage and monitor all employers associated with the SCC fund to submit their organisations end of year pay information by the set deadline of 30 <sup>th</sup> April 2019 as part of the LGPS pension scheme. As part of the end of year process, the annual benefit statements are to be produced by the regulatory deadline of August 31 <sup>st</sup> 2019		Deferred statements produced	31 <sup>st</sup> July	On schedule
		Active first run	10 <sup>th</sup> July	On schedule

## Project Summary

Since the beginning of January communications and reminders have been sent to all employers on a monthly basis in January and February. For the month of March and April 2 communication emails were sent and, a final reminders in May. The amount of communications sent this year saw one of the best return rates over the last 3 years by 31<sup>st</sup> May. Further chasers have been sent to the 7 employers who have still not supplied this information and at this stage we are not in a position to guarantee their inclusion for the ABS runs. The outstanding employers list has recently been supplied to the fund for escalation purposes to support the administration team in obtaining these returns for 2019.

Since the end of May the team have been working on analysing these returns, supplying any data queries back to the employer, ready for the uploading of the returns prior to the first run of active members ABS production at the beginning of July. There will be 2 further runs, one later in July and another early August, to allow for as many of these statements to be produced as required. We anticipate all deferred statements will sent out by the end of July 2019 and, councillor statements were sent by the end of June 2019.

The team have been given dedicated member types to take ownership of in terms of statement production once the data has been all loaded to the admin system.

## Key Risks & Issues

Item	RAG	Detail	Action/Update
<b>Problematic employers</b>		There are still several employers who have not yet returned the EOY data required and this information may not be considered for the valuation and abs work if the deadline is missed	Chaser emails have been sent and this has been escalated to the fund for further support.

## Highlight Report – Backlog Reduction and Elimination– Project Phase: In delivery

<b>Date of Report:</b>	3 <sup>rd</sup> July 2019	<b>Upcoming Milestones</b>		
<b>Project Lead</b>	Mark Spiller	<b>Item</b>	<b>Due</b> (* = estimated)	<b>Status</b>
<b>Prepared by:</b>	Mark Spiller	JLT finish maximum amount of cases before Valuation	31st July	RED
<b>Project RAG Status</b>	<b>Amber</b>			
<b>Project Scope</b>		The creation of a SAP extract by Absoft for SAP based employees	30 <sup>th</sup> September	On schedule
To outsource to JLT approx. 15,000 deferred backlog cases for external completion.		Creation of visible status 2 reporting	31 <sup>st</sup> August	On Schedule
To revise internal processes to ensure the elimination of remaining deferred backlog and the creation of a stable processes for the deferred records by end 2019.				

### Project Summary

1. JLT progress with records has been slower than expected. This will impact on the number outstanding deferred completed before the valuation deadline but should not impact on the long term goal of removing the substantial majority of the backlog.
2. Changes to processes and team structure allows the expanded trainee team to set up leaver tasks and include indication as to if the data is still being awaited from the employer. Overtime this will allow us to pin point the employers not providing leaver forms and issues which are delaying the deffered process.
3. We are in the process of working with a company Absoft to create a SAP data extract which will provide leaver data without requiring manual processing work and if required can be interfaced directly with I-Connect.

### Key Risks & Issues

Item	RAG	Detail	Action/Update
JLT Processing Speed		JLT have not been able to mobilise as quickly as expected to process the Deferred Cases outsourced to them.	The Project Board has followed an escalation plan to raise this with the appropriate level with JLT and has seen substantial efforts on their part to resolve this issue.

			Progress is being made but we are monitoring this very closely.
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