



# **Surrey Pension Fund**

## **End of Year and Annual Benefit Statement**

### **Review– 2019 – Annex 5**

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## Glossary

Abbreviation	Name
PAS	Pension Admin Team
ABS	Annual Benefit Statement
EOY	End of Year
Status 2	Undecided leaver on Altair
MSS	Member Self Service Portal



## 1. Purpose

This review is to present a holistic overview of the 2018 – 19 end of year (EOY) and Annual Benefit Statement (ABS) delivery. The aim is to provide the Surrey Pension fund with a clear summary of what has been done to date, the current state of affairs and future actions to be taken.

## 2. Communications

The communication plan with employers was part of the overall delivery plan, which was presented to the Fund Officers early in 2019. The communications were sent via email to the employers at various points between Jan – May, explaining the importance of providing this information as early as possible due to the valuation year. The distribution dates of these comms were as follows:

- 15<sup>th</sup> January
- 15<sup>th</sup> February
- 4<sup>th</sup> & 21<sup>st</sup> March
- 8<sup>th</sup> and 24<sup>th</sup> April

These communications were sent within 2 day tolerance, either +/- of this date as per the plan by the PAS Team.

In addition to these communications between the months of June and August, a number of phone calls and email exchanges took place between the PAS Team and specific employers to overcome and queries or difficulties that were being had with providing the EOY information.

In the months between May and July any problematic employers where information was not forthcoming, were escalated to the Fund Officers to provide additional support in making contact with representatives of these employers.

## 3. End of Year

### 3.1 Outstanding Returns and Queries

Whilst employers may provide data, the data provided may not always be of sufficient quality or may fall outside of certain tolerances and will need clarification. There are still some employers who have not provided adequate data, or adequate responses which can be seen in the table below.

Employer	No of Queries
Hanover Housing Association	7
Reigate Grammar School	29
Moor House School and College	3
Tomlinscote School (Acad)	31
The Beacon School {Academy}	20



Fullbrook School {Academy}	11
Blenheim High School (Academy) 1 Mar 2012	32
Hinchley Wood School {Academy} (Dataplan Payroll)	29
Cobham Free School {Academy} 1 September 2012	8
Surrey Heath Borough Council	40
Tandridge District Council (MHR Payroll)	56
Achieve Lifestyle	9
Compass (GLF Schools)	4
Hawkedale School (Capita Payroll)	10
N.E.S.C.O.T	78
Farnham Town Council	3
St Mary's C of E Junior School	56
<b>Total</b>	<b>426</b>

The PAS Team have worked extremely hard to obtain this information and will continue to do so with these employers to secure the required information needed. The data missing will not always affect the production of an annual benefit statement. The employer lists for those provided a statement using 2017/18 data can be found further down in this document.

## 4. Annual Benefit Statements

### 4.1 Production and Statistics

The delivery of ABS this year for Active members has seen a success rate of 100% which is an excellent return, even more so when taking into consideration this has been achieved in parallel to the valuation work throughout the summer. Of this 100%, 0.45% have been produced using 2017/18 data (more detail can be found further down in this report).

The deferred numbers are much lower at just under 56% which was anticipated due to the high number of suppressed records caused by inconclusive confirmation of the members last known address. Please see the summary below for the detailed numbers.

Status	Total Member Count	Produced	Produced using 17/18 data	Suppressed	Digital Opt Outs	Percentage Produced
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Active	31416	31416	44	0	141	100.00%
Deferred	35578	19723	0	14097		55.44%

There are some exclusions in place where deferred ABS are not produced due to data quality issues. Some of these exclusions include examples such as pension increase has not been applied, pension or care pot showing negative values.

In addition to the above all councillor statements were successfully sent by the end of June and, for those who members who have opted out of digital, these have also been sent out by 31 August 2019.

#### 4.2 Employer Details for ABS Production using 2017/18 data

The list below provides detailed numbers of the employer's names and the numbers of employees who have received an ABS for 2019 using 2017/18 data.

Surrey C C Fund	Total
Elmbridge Borough Council	2
Mole Valley District Council	5
The Beacon School {Acad}	4
Fullbrook School {Acad}	1
St Lawrence Primary Sch (Acad)	1
Hinchley Wood School {Acad}	4
Cobham Free School {Acad}	1
Wishmore Cross Academy	1
Warlingham School (Acad)	1
Eastwick Schools (Acad)	1
Woking High School (Acad)	1
Surrey Heath Borough Council	2
Tandridge District Council	2
Achieve Lifestyle	2
Freedom Leisure (Guildford)	2
Ability Housing Association	3
Hawkedale School	2
N.E.S.C.O.T	7
St Mary's C of E Junior Schl	2
<b>Total</b>	<b>44</b>

#### 4.3 Status 2 – Undecided Leavers

At this stage the Surrey Pension fund currently has 16265 records marked as undecided leavers. These are records by which the PAS Team has been advised or made historic assumptions that member has left



their employment due to the end of year information not having been supplied for 2 or more years and, the correct paperwork has not been provided to confirm the member's status.

The list below shows those employers where 50+ members are affected by this.

<b>Surrey CC Fund</b>	<b>Total</b>
Surrey County Council	10397
U.C.A.-Univ.Creative Arts	322
Surrey Police (LGPS)	141
Activate - Guildford College	136
Reigate and Banstead B.C.	91
Sythwood Primary School (Acad)	90
N.E.S.C.O.T	84
Glyn School (Acad)	81
Boxgrove Primary School (Acad)	79
Reigate College (Academy)	78
Guildford Borough Council	76
Eastwick Schools (Acad)	75
Waverley Borough Council	72
Brooklands College	69
Elmbridge Borough Council	68
South Farnham School (Acad)	68
Collingwood College (Acad)	63
Esher High School (Acad)	63
Blenheim High School (Acad)	61
George Abbot School (Acad)	61
New Haw Junior Sch (Acad)	61
Beaufort Primary School (Acad)	60
Goldsworth Primary Sch (Acad)	60
Epsom and Ewell B C	57
Pond Meadow School (Acad)	57
University of Surrey	56
Hamsey Green Primary (Acad)	53
Woking Borough Council	52
Ashley CoE Primary Sch (Acad)	50
Waverley Abbey CofE Jnr (Acad)	50
<b>Total</b>	<b>16265</b>

Please be aware that these members will not have received an ABS and will only do so once the status has been confirmed.



## 5. Future Actions

Below is a summary of actions that will and need to be carried out as part of the EOY and ABS process for 2019.

Action and Owner	Description	Proposed Deadline
Employer engagement for Missing EOY Data – PAS Employer Engagement Team	Where the employer has not provided sufficient end of year data, the Engagement Team will make contact with those employers to obtain any missing information where possible. This will not include the known status 2 members as this will require more resource and form part of data quality/backlog plans.	Comms sent by 20 <sup>th</sup> September
Further ABS Run – PAS Technical Team	The Technical Team in PAS will perform another extract and run for any members by which employers have provided the required data.	Published to MSS by 8 <sup>th</sup> November
Address Tracing – PAS Project Team	An exercise is recommended to take place by which an external supplier is contracted to undertake the tracing. More information will be provided with costs later this month.	Proposal provided by the end of September
Status 2 Records	Work will continue with JLT to reduce this number	Ongoing

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