

Financial System Update

The new financial system for Surrey County Council was implemented in early June 2023. As with any large-scale change there have been a number of teething problems as the new system beds in.

This annexe provides an update on the specific issues relating to Service Delivery and supplements the earlier update to the Local Pension Board dated 17 May 2024. [Link to ANNEXE 2](#)

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| <p>1 Monthly Returns via iConnect</p> | <p>Employer monthly returns have not been submitted since May 2023, leading to personal member data being out of date, pay information not being received, notifications of new joiners, optants out, and leavers outstanding.</p> <p>If the set deadline of 31 May for the final submission of the iConnect data was not met, the risk rating should be increased to severe. A second deadline was agreed in that if the issue was not resolved by 14 June, Surrey Pension Team would assess and determine a course of action in accordance with the Breaches Policy.</p> <p>The data was submitted on 5 June and is currently being reviewed under normal end of year validation checks. This has reduced the risk significantly in this area. Risk Number 16 from Risk register.</p> |
| <p>2 Leaver Notifications</p> | <p>Leaver notification submissions have been infrequent, delayed and inaccurate, leading to delays in paying member benefits. These issues have impacted on the ability to process casework accurately and on time.</p> <p>Whilst leaver reports for April and May report have been received, these are not reporting the reason for leaving in all cases. A working group has been set up to fix this error in the system / reporting. This information is being provided on a case-by-case basis in the interim.</p> <p>Reports for October–December last year need to be re-submitted due to the above issue, although early indications suggest most of the missing reasons for leaving are due to TUPE transfers, academy conversions or a payroll provider change.</p> |
| <p>3 Configuration and Data Cleansing</p> | <p>MySurrey payroll system is undertaking re-configuration development and testing throughout June, to ensure it's fully compliant with the pension scheme regulations. Changes will be effective from the July payroll along with retrospective adjustments to member pension contribution deductions where relevant.</p> <p>Data rectification is still required on certain members to ensure the accuracy of the contribution information supplied by SCC. This applies to AVC deductions as well. At present it is not clear when this work will be completed.</p> |

4	Finance Reporting	<p>Provision of the information on contributions and pay required for the SCC FRS102 exercise was delayed and, when received, found to be inaccurately reporting cashflow totals. Whilst agreed data was provided and subsequently submitted to the SPF actuary, there continues to be reporting issues that require rectifying.</p> <p>SPT are working with SCC to assist with the development required to report accurate cashflows going forward.</p>
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