# Projects April – June 2024

## Projects transferred to the team to continue as business as usual:

1. **Unit 4:**
   With the works for moving from SAP to Unit 4, a need was identified for a change project to align all departments individual efforts towards this transition, ensuring all prerequisites are in place and to organise the workload once it goes live. This then continued with all the issues post go-live and will continue until everything has been resolved.
   **Status**: The teams are working closely with colleagues in SCC to resolve the outstanding issues.

2. **Banking Controls:**
   The aim is to ensure appropriate governance within the service through maintaining pension banking controls separately from those of the general Surrey County Council account. By bringing these within the full remit of the Surrey Pension Team, we aim to achieve this and also satisfy audit requirements.
   **Status**: The outstanding element of EBS uploads now resides with the Finance Team.

3. **Value Stream Mapping – New Entrants**: To streamline and improve processes, specifically regarding New Entrants, leading to correct set up and pension calculations and increased efficiency, while minimising errors.
   **Status**: Service Delivery will be looking at the New Entrants process to see where improvements can be made.

4. **Value Stream Mapping – Transfers In**: To streamline and improve processes, specifically regarding Transfers In, leading to correct set up and pension calculations and increased efficiency, while minimising errors.
   **Status**: Service Delivery will be looking at the Transfers In process to see where improvements can be made.

5. **Injury Allowances:**
   There are 14 people in receipt of an injury allowance being paid on Surrey Payroll S97. These cases need to be reviewed to ascertain if they should still be in payment (in accordance with the relevant Council policy). And it would be normal for these payments to be charged to the employer. There is no indication that this is happening.
   **Status**: The team have been sent a summary of progress along with all relevant documents and will complete as business as usual.

6. **Teachers CAY:**
   Currently there are over 800 LEA & other employers, ex-teachers receiving compensatory added years or mandatory pensions. These are being paid from Altair (S97 scheme/payroll) and whilst they are being recharged

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centrally, the SPT is not responsible for these. This project will be to explore that recharges are being made correctly and to explore other options for making these payments (i.e. hand over to the employers or Teachers' Pensions).
**Status:** Finance are engaging with the team to ensure that the recharges are not hitting the pension fund and they own the charges.

7. **Combined Benefit Recharges:**
Currently there is no defined process or ownership in place for a small number of cases of combined benefits. As there are so few, and they are recharged at different times (quarterly/annually), a consistent, documented process needs to be put in place for these cases.
**Status:** The team to ensure that they are paying them and, in the system, and the process is understood and followed going forward.

8. **Legacy Governance**: As part of our Strategic Plan - Fit for Purpose Lever - we are focused this financial year on significantly reducing our Backlog in the Service Delivery and Accounting & Governance areas.
**Status**: This is being managed by Service Delivery and Accounting & Governance.

9. **Actuary Retender**: End of Hymans contract is approaching so there is a need to tender for a new contract.
**Status:** A decision was made to extend the current Hymans contract until 2026.

## Ongoing projects:

10. **Internal Documents & Standards:**
Currently, there is no standardisation of document storage location. With the removal of the G drive, it is an appropriate time to look at moving documents from the G drive to an agreed location moving forward, where standardisation can be developed. A new SharePoint site is to be created.
**Status:** Two teams still to move to the new SharePoint site. Then to liaise with IT to change the G Drive to read-only.

11. **Lunch & Learn programme**: Fortnightly sessions held virtually to cover both wellbeing topics alternated with more technical/topical work-related topics.
**Status:** Lunch & Learn sessions currently booked until October 2024.

12. **GMP:**
There is a requirement to establish a guaranteed minimum pension for all members, recalculation and updating records required. This work is being carried out by Aptia (previously Mercer).
**Status:** Working with Aptia on a plan for the works to be carried out by February 2025.

13. **McCloud:**
As a result of the McCloud case judgement, all public sector pension schemes must revisit their CARE schemes to revise underpinning calculations. There are two stages: the first to gather information from employers/payroll providers. This will be validated using a third-party provider (ITM). The second stage will be the updating of records once regulation has been finalised. This will allow 2 years to correct records from this point.
**Status**: Testing of the Altair interface currently underway with a plan in place to have records updated over the next few months.

14. **Responsible Investment:**
Support for the revision of responsible investment approach, including drafting of a standalone Responsible Investment Policy, after consultation with a member led Responsible Investment Sub-Committee and assistance with the Stewardship Code application. This will be an ongoing process with quarterly reviews and work plans to be put in place.
**Status**: Stewardship code application successful and a net-zero date has been set. Priorities for 2024/25 agreed. This project will move to business as usual post June 2024.

15. **Consumer Insights**: Understand our current service provision and areas of improvement. Procure provider to undertake independent customer feedback across the whole one pensions team.
**Status**: Feedback received from the Focus Groups to be analysed.

16. **Digital Transformation:**
Digital transformation is a key ingredient to our strategic plan to ensure that we continue to innovate and use our resources as efficiently and effectively as possible. The SCC Digital Design Team have completed their discovery process to understand the improvement areas and opportunities that will enable us to be innovative and fit for purpose with particular reference to those where a digital solution will have a beneficial impact.
**Status:** To address key recommendations based on the outcomes of the SCC Digital Design Team discovery report.

17. **Governance:**
Surrey County Council has the dual role as Administering Authority for and a scheme employer of the Surrey Pension Fund. This dual role creates potential conflicts of interest. This project supports ways in which the governance of the Surrey Pension Fund can be improved to enable this conflict to be more effectively managed. It also explores areas in which more clarity on the relationship between Surrey County Council and the Surrey Pension Fund can enhance the effectiveness of the delivery of the Strategic Plan.
**Status:** Report brought to this Committee meeting.

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