

Administration Risk Register 2021/22 Quarter 2

Risk Group	Risk Ref	Risk Description	Risk Owner	Inherent Risk				Treat risk	Residual risk				Reviewed on	Changes made during review
				Impact	Frequency	Complexity	Time		Impact	Frequency	Complexity	Time		
	A1	Incorrect data due to employer error, user error or historic error leads to service disruption, inefficiency and conservative actuarial assumptions.	Nick Weaver (NW)	4	3	3	3	24	3	3	3	21	Oct-21	Changes made during review
	A2	Lack of process ownership leads to ineffective processes and errors. Processes do not all have a standardised approach and could lead to inefficiencies.	NW	2	3	3	3	24	2	2	2	12	Oct-21	The processes for immediate payments and Admin to Pay have given tighter controls around payments to members. The review of the death process and transfer process has reduced the risk of overpayments and created greater efficiencies.
	A3	Failure to follow up on outstanding issues results in inefficiency and damaged reputation.	NW/Nail Mason (NM)	2	4	3	3	24	1	3	3	15	Oct-21	New abatement approach has put controls around this and the tasks are now updated in Abar to ensure the task is flagged at each reply due check point.
	A4	Lack of capability of the admin system leads to inefficiency and disruption.	NW	3	2	2	2	16	2	2	2	10	Oct-21	All upgrades now undertake a thorough UAT approach to ensure any fixed access are tested thoroughly. Where any new developments are proposed and require configuration, these are decided internally by management to be in line with service objectives. Results of systems audit will be provided at the next board meeting.
	A5	Floor reconciliation process leads to incorrect contributions.	NW/MW	3	2	3	4	24	2	2	2	10	Oct-21	
	A6	Lack of guidance and process notes leads to inefficiency and errors.	NW	3	3	3	3	27	2	2	2	16	Oct-21	Risk similar to A2, proposing to remove.
	A7	Unstructured training leads to under developed workforce resulting in inefficiency.	NW	3	4	3	3	36	1	2	2	12	Oct-21	Training plans and matrices are now in place for all staff to enhance development, including formal external training which provides accreditation. The introduction of a Training Officer has formalised this and reduced the risk, giving the structure required.
	A8	Conflicting priorities (Odis, SCCvsSFP, Pensiones backlog) leads to lack of overall strategy, confusion and missed opportunities.	NW/MW	2	2	3	3	24	2	2	2	14	Oct-21	
	A9	Non-compliance with regulation changes relating to the pension scheme or data protection leads to fines, penalties and damage to reputation.	NW/MW	3	3	3	3	36	3	4	3	24	Oct-21	
	A10	Gaps in skills and knowledge due to key person's point of failure and different skill requirements leads to inefficiency and poor performance.	NW/MW	3	3	3	3	27	2	2	2	21	Oct-21	Training plans and matrices are now in place for all staff to enhance development, including formal external training which provides accreditation. The introduction of a Training Officer has formalised this and reduced the risk, giving the structure required.
	A11	Failure to get on top of the backlog leads to resource waste and management disorientation.	NW/MW	4	3	4	4	48	2	2	2	21	Oct-21	Risk similar to A23, proposing to remove.
	A12	Failure to identify GMP liability leads to ongoing costs for the pension fund.	NW/MW	3	3	3	4	36	2	2	2	24	Oct-21	Update in the admin report, please refer to this.
	A13	Inability to respond to a significant event leads to prolonged service disruption and damage to reputation.	NW/MW	3	3	3	4	36	3	3	3	9	Oct-21	
	A14	Lack of productivity leads to impaired performance.	NW	3	3	3	4	36	2	2	2	24	Oct-21	Weekly Team meeting and weekly 1:1 meetings have been in place over the last 6 months to create a focus on quality and effectively making improvements, using risks and celebrating successes. In conjunction with the introduction of the new allocation process, coupled with increased productivity as outlined in the administration report, this risk is being mitigated but should still be monitored.
	A15	Failure to continually improve leads to inefficiency and missed opportunities.	NW/MW	2	2	2	3	18	2	2	2	18	Oct-21	
	A16	Rise in health retirements impact employer contributions.	NM	3	2	2	2	12	3	2	2	12	Oct-21	
	A17	Rise in inappropriate health retirements adversely affects self-insurance costs.	NW/MW	2	2	2	2	12	2	2	2	5	Oct-21	
	A18	Structural changes in an employer's membership or an employer fully/partially closing the scheme. Employer bodies transferring out of the pension fund or employer bodies closing to new members. An employer ceases to exist with insufficient funding or adequacy of bond.	NW/MW	3	4	3	4	36	3	2	2	18	Oct-21	
	A19	The Pensiones Payroll process had migrated onto the Abar system from SAP in Nov 17. Unlike the SAP payroll process the manual emergency payments made outside of the monthly payroll do not integrate with our banking processes or other source financial controls. This is due to these manual payments not being accounted for in the financial system when they occur and therefore payments made are not able to be checked. The risk of errors in the current process are increased by the core Abar payroll system not being integrated with the BACS generator application meaning items have to be recorded twice.	NW/MW	3	2	3	3	24	3	2	2	16	Oct-21	Immediate payments and Admin to pay have provided tighter controls and there is now a process that is as close to fully automated as possible. The move to Sift 4 for Sunley County Council as its new payroll and financial system may provide opportunities which will be explored.
	A20	Head of Pension Administration leaving the Council may affect the operational capabilities, knowledge and reputation of the Council.	NW	3	3	3	3	27	3	3	3	18	Oct-21	Remove
	A21	McCloud Judgement - Impact on resources	NW/MW	3	2	2	4	24	3	2	2	16	Oct-21	
	A22	Moving out of County Hall could adversely affect the reputation of the Council. Moving out of County Hall could adversely affect the reputation of the Council. Moving out of County Hall could adversely affect the reputation of the Council.	NW	3	4	3	3	36	3	3	3	44	Oct-21	Remove
	A23	Management control of backlog leads to inefficiency. Performance indicators leading to a reduced number of cases. Backlog cases are present within the administration system and require careful management to see a reduction moving forward.	CC/TL	3	2	3	3	27	2	2	2	18	Oct-21	The KPI reports now accurately show all work completed, pending or outstanding cases within the administration system. The introduction of the new work allocation process, outlined in the administration performance report, now ensures work is distributed by tasks, looking at the week ahead to give increased focus on delivering BAU and targeting backlog. This has brought about more transparency, closer monitoring and tighter management control.
	A24	Failure to implement proper cyber security policies.	NM	3	4	3	3	36	2	2	2	16		New risk

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