

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.

1	Delayed processing remains a risk	Delayed processing remains a risk, due primarily to ongoing access or configuration issues.
2	Risk register impact risk score remains unchanged	<p>A risk noted in the risk register is that implementation of new financial systems leads to delayed processing, data integrity issues or financial loss.</p> <p>While there is still some work to do on several configuration elements and reporting, the risk score has remained unchanged.</p>
3	Several configuration and data population issues were experienced post go live	Several data population and access availability issues followed the initial go live date and process backlogs built up as initial issues were addressed and the teams gained familiarisation with the new system.
4	Many elements have been addressed...	The initial focus was on ensuring HR and payroll related elements were functional. This included e.g. transfer of leave balances and salary payments to staff.
3	...but issues remain	Payroll related pension issues have been ongoing for some time. We are still awaiting long-term resolution of leaver notification processes – this is a material issue and needs payroll action to rectify. Pension officers have been instrumental in pushing for a solution to this.
4	We have some ongoing financial issues	<p>System and user access remains an issue – Pension team are liaising with SCC Finance to resolve.</p> <p>Breakdowns are required from Surrey County Council to accurately allocate contributions. These have not yet been provided. Several payroll reports are under development which may assist.</p> <p>General report creation remains an issue – target resolution date to be advised.</p> <p>Invoice processing workarounds to be more fully resolved.</p>

5 **Service Delivery feeling the impact but seeking resolution to mitigate issues**

Work continues to obtain the necessary information required including key items such as new starter information, change of details and full leaver information.

There has been a series of discrepancies corrected between January and March 2024 in the MySurrey system, ensuring contribution collection levels are accurately reflected. As of April 2024, the focus has moved to the reconfiguration of how pension contributions are being calculated, before returning to correcting any further data discrepancies.

There are still several work items to be completed including the build of the leaver data extract (which supports members taking their benefits) and, the iConnect report is entering its final development stage. Unfortunately, both have missed the agreed completion dates, however resource continues to be provided by SCC to find a resolution. These delays have been factored into key plans such as ABS production and the level of impact this is having continues to be monitored as part of the joint working group.

To support members taking their benefits, the process is still in place whereby Service Delivery will calculate the pension using the latest data we hold where possible, with a view to recalculate once the revised data is received.
