

Action Plan to address data quality issues driving up data standards and creating a robust record keeping improvement plan. The actions have been split into four detailed work plans

Work Plan 1	Action	Owner	Time Scale	Outcome	Progress	Comments
<p>Data issues from the 2016 Valuation and up to 31 March 2017.</p> <p>We have run some data cleansing reports supplied by Hymans up to 31/03/2017 and will be exploring ways in which we can get the data cleansed without impacting the day to day work of the Pensions Team.</p> <p>*Additionally it has been agreed that, ITM Ltd will be resolving data issues from April 2017 – March 2018.</p>	Run Valuation report from Altair for period up to 31/03/2017. This will capture all historical data issues up to this date.	MC	31/12/2017	Report to be up loaded to Hymans's data capture secure site, the Brain, this will highlight any data issues	Complete	
	Upload valuation report to the data cleansing portal via Hymans's 'the Brain'.	MC	31/12/2017	Spreadsheet production of errors/issues	Complete	
	Filter the report to show the Active member issues and in Employer order and store in the Data Quality folder in the pensions i:drive.	MC	31/12/2017	Data issues to be filtered to individual Employers which will indicate Employer data issues and enable the team to request data information for individual Employers.	Complete	
	Finalise the project specification	MC	31/03/2018	Project spec agreed.	Complete	
	Instigate the procurement procedure to commission the engagement of a specialist SWOT to assist with the rectification of data issues and the speed in which resolution can be determined	JT/MC/Procurement	30/04/2018	Procurement procedure to be agreed and tender issued to Third Party Administrators.	Complete	
	Appoint Third Party Administration team	JT/MC/Procurement	30.06.2018	Appoint a specialist team for data improvement and agree start dates and time frame.	Complete	
	Hold initial meeting with SWAT team do discuss project	MC/DQO	17.07.2018	Kick off meeting held at Westridge with ITM Ltd	Complete	
	Agree a project plan with Third Party Administration team	MC/JT/ITM (Matt Dodds)	17.07.18	Put together an agreed plan with the Third Party Administration team to work to. Add key action points to this plan	Complete	
	Provide access to Pension systems:	MC	TBC	This will enable the specialist team to access the Altair pension system to rectify any data issues	Complete	
	Provide assistance and support to provider regarding queries	Pensions Team	TBC	The pensions team will support the specialist team in ensuring they are engaging with the correct people within the external payroll providers/schools/Employers	Complete	
	Hold a meeting with ITM Ltd and external payroll providers	MC/DQO	15.08.2018	This will give ITM Ltd and the Pensions Team the opportunity to discuss the project with Capita and Strictly Education, and to set expectations.	Complete	
	Rectifying the issues back to Altair	ITM	31.12.18	The records will be up dated and corrected ensuring good data quality		Update 03/04/2019- 4 cases remain to be processed.
	Re run reports through the brain to show up dates	MC	Monthly	By using the Hymans's data validation system, this will confirm and validate that the data has been corrected and enable monitoring of the progress	%age rectified	Update 03/04/2019-Officers are continuing to run reports through the brain monitoring data cleansing and preparation for valuation.
	Any queries fed back to the provider	MC	Monthly	Any further data issues will be captured and further data requirements requested to the external payroll providers	Complete	Update 03/04/2019: Queries to external payroll providers and employers in respect of this project has now been completed.
	Re run valuation reports again	MC	31.12.18	To validate and confirm no further data issues		Update 03/04/2019: Running valuation reports is still ongoing as officers prepare for the valuation and monitor ongoing data cleansing.
	Close project with provider and report back to the pension board	MC/JT	15.01.19	All data issues resolved and corrected on the Altair pension system, using the Hymans data portal to confirm this		Update 03/04/2019: Once final cases have been completed, a report will be run from Altair and into The Brain to validate the work that ITM have completed.
		MC/LB	24.04.18		Complete	
	MC/LB	12.06.18		Complete		
Undertake progress reporting to pensions board/committee	MC/LB	23.10.18		Complete		
	MC/DIO	08.02.2019		Complete		
	MC/DIO	05.04.2019		Complete		
Notifications to members who will not be receiving annual benefit statements due missing data	MC / DQO	31.08.2018	Dates and numbers of letters sent	Complete	Letters sent to all affected members	

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Work Plan 2 Data issues from April 2017 onwards For data issues from April 2017 we have designed a spreadsheet template that validates the data received from the admitted bodies and school payroll providers. We then interrogate the data and any issues are then raised with the admitted body or payroll provider. We then update our Altair Pension system.	AT/LAG	31/12/2017	This will provide us with a record of data issues from external payroll providers form 01/04/2016	Complete	
	AT/LAG	31/12/2017	Data issues will be filtered to individual Employers which will indicate data issues for that Employer and enable the Team to request data information for the individual Employers.	Complete	
	MC	14/12/2017	Agreed. Advertised and closing date for applications 19 January 2018	Complete	
	MC/GS	31/05/2018	A specialist will be appointed to improve our data quality.	Complete	
	MC	31/05/2018	e mail contact made with the Payroll providers/Schools/Employers (AD Bodies) informing of TPR involvement, our data quality improvement plan, the appointment of our DAO, the meeting taking place with School 27 June and informing as to what will be required of them in order to rectify the issues we have. We will also negotiate time frames to resolve issues.	Complete	
	Pensions Team/DQO	31/07/2018	Training completed.	Complete	
	MC	04.06.2018	Presentations by GAD, The Pension Regulator and Bob Holloway	Complete	
	JT/MC/DQO	06.06.2018	To update on progress in relation to this Data Improvement Plan and also to discuss preparations for the 2019 Valuation	Complete	
	MC and DQO	08.06.2018	Further discussion regarding information e mailed and negotiation and agreement of timeframes to resolve the issues and queries	Complete	
	DQO	15.06.2018	Opportunity to network as well as gaining knowledge and an understanding of the implications of poor data on Actuarial Valuation, the role of the Pensions regulator, identify good practice in data management including learning on legal and regulatory developments.	Complete	
	MC	15.06.2018	Briefing ahead of the meeting with School Business managers on 27 June, to include Pension regulators instructions from third parties	Complete	e mail sent to Governors and Head Teachers 8 June
	DQO/MC	27-Jun-18	Meeting arranged with School Business Managers regarding the shortfall in data provided by outsourced payroll providers, informing them of our Data Improvement Plan and setting the ground rules and expectations for the future.	Complete	
	DQO	27/06/2018	Relevant data issues will be sent to external payroll providers and Schools/Employers etc. with a view to their help in resolving the issues	Complete	
	DQO	On Going	The Data Specialist will ensure the data is validated.		
	DQO	On Going	The validated data will be up loaded into the pension system, Altair.		
	MC	Monthly	This will then be up loaded to Hymans data validation system to ensure the data has been amended correctly and it is of good quality.		Update 03/04/2019-Officers are continuing to run reports through the brain monitoring data cleansing and preparation for valuation.
	JT	13/07/2018	To discuss our administration strategy, data improvement plan, I connect projects, new website etc....Attendee School Business Managers and Admitted Bodies	Complete	
LB/MC	24.04.18		Complete		
LB/MC	12.06.18		Complete		
LB/MC	23.10.18		Complete		
MC/DIO	08.02.19		Complete		
MC/DIO	05.04.2019		Complete		

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Work Plan 3	DQO/GS	01/06/2018	Phase one - testing of simpl generic data	Complete	
	DQO/GS	06/07/2018	Phase two - testing of specific more complex examples	Complete	
	DQO/GS	17/08/2018	Phase three - testing of phase one and two examples to ensure rectification complete	Complete	
	DQO/GS	31/08/2018	Final stage of testing underway. IWC July payroll data submitted to i-Connect Portal with error rate of 4%, which is very good. i-Connect team are very encouraged by this	Complete	
	DQO/GS	30/11/2018	Chase Absolt for amendments to configuration report required. Highlighted in action above.	ongoing	Update 03/04/2019: DIO continues to work with Absolt on configuration of SAP.
	DQO/GS	14/12/2019	Upload October and November IWC payroll data to i-Connect	Complete	October and November results were good with a 96-97% success rate. Working with Absolt on current issues to enable us to move project forward.
	AT/LAG/MC	01/09/2018	Data from IWC will now be collected via i-connect validated and on a monthly cycle from IWC Payroll team.	Partially complete	Update 03/04/2019: DIO still working with Absolt on configuration of SAP. Elements of the report from SAP are not correct and need to be amended prior to going live with i-Connect. DIO is in regular contact with Absolt reviewing these issues.
	JT	13/07/2018	This will give clear guidelines to all outside bodies in relation to how and when data is to be collected and sent to the Pensions Team. This will include admin costs if guidelines are not adhered to.	Complete	Admin Strategy has now been published and circulated.
	DQO/MC	31/05/2018	Obtain agreement from Schools/Admitted Bodies that they will confirm to external payroll providers that we have changed the process. Meeting arranged for 27 June 2018	Complete	
	DQO/MC	31/05/2018	Clear guideline given on how they will be submitting data to the Pensions Team. 29/5/18 one provider is able to provide in correct format still awaiting discussion with other provider.	Complete	
	DQO/MC	10/09/2018	To remind school business managers/admitted bodies of our requirements and go live date.	Ongoing	Update 03/04/2019: Employer event held 12/02/2019 with a demonstration from i-Connect. Engagement from admitted bodies, employers and schools was low with 4 being represented. Communication with all employers ongoing and good working relationships are being built.
	DQO/MC	01.04.2019	Data from outside payroll providers will now be collected via i-connect. Pension members can be assured that all historical and current data held on Altair is accurate for the purposes of pension calculations and payments. This automation will also result in reduced administration costs.		Update 03/04/2019: Onboarding has been delayed due to other projects taking up majority of DIO's work load. Communications around i-Connect are still ongoing and it is envisaged that i-Connect onboarding will start in the new financial year 19/20.
	LB/MC	24.04.18		Complete	
	LB/MC	12.06.18		Complete	
	LB/MC	23.10.18		Complete	
MC/DIO	05.04.19		Complete		

Data from April 2018.
Implementation of i-connect will mean that only validated data will be received into the Altair system. The role out will be staged and from April 2018 we will look to bring the Isle of Wight council in first as they are our biggest employer, with the Schools and Admitted Bodies from September 2018 and finally the Fire Service.

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Work Plan 4 Commission Data quality reports from Heywood's, these reports will be set over 3 years and will help support our progress and give the Pensions Regulator assurance of how we are progressing. Our intention would be to commission these for the 1 st September 2018 in line with the i-connect project for the Schools and Admitted Bodies as these are where we have issues on data quality.	Commission a three year data quality report from Heywood's	JT	31-May-18	These reports will confirm and validate the improvements made to the data. We have selected a three year option to show the progression that has been made and ensure this continues. The reports will be run on the 1 Sept 2018, 2019 and 2020. Revised processes will be imbedded in Pensions Administration documentation	Complete	
	Review of yearly data quality reports to provide ongoing assurance	MC	01.09.2018		Complete	Data scores Oct 2018: 91.1% - Common Data 73.7% - Conditional Data
	Review of yearly data quality reports to provide ongoing assurance		01.09.2019			
	Review of yearly data quality reports to provide ongoing assurance		01.09.2020			
	Undertake progress reporting to Pensions Board	LB/MC	23.10.18		Complete	
	Procurement process instigated for the commissioning of the Hymans LGPS website template for population with Isle of Wight scheme data.	JT	31.05.2018	Reduction in the need for contact/information requests from the pensions administration team	Complete	
	Collate and supply the required information to populate the new website in readiness for Hymans to develop a new dedicated Isle of Wight LGPS website.	GS	No Longer required	Improved services to members resulting in fewer complaints and reduced processing times.	Complete	
	Publish all Isle of Wight scheme strategies, policies, fund reports, with appropriate links to the	JT/Pensions Team	Ongoing	Greater understanding of and confidence in the pension fund and its administration	Ongoing	Admin strategy has been published and circulated. Update 03/04/2019: Communications policy has also been published and circulated.
	Website upgrade completed	Hymans and Pensions Team	31.05.2018	The website is up to date, in line with best practice and serving the needs of members and stakeholders as well as possible.	Complete	We have the blue print and are currently validating the content. New website now live
	Show-case of website to School Business Managers and Admitted Body Employers	JT/MC/DQO	13.07.2018	Website to be showcased at the Employers Forum	Complete	
Launch of new website	JT/MC	30.09.2018	launch to include communication in the IWC weekly newsletter, The Vine	Complete		
Training for the Pensions Team to gain greater understanding of Annual Allowance and HMRC requirements to help with member queries.	Hymans's Robertson/LGA	10.01.2018	Review of Pensions team content through to Oct 2018 Annual Allowance queries.	Complete		
Procedure in place for running 2018 Annual Allowance within the Aquila Heywood system and added to Pensions Annual Plan.	Matt Collier	01.01.2018	Pension members can be assured that the will have Pensions Savings Statements within the time frame to ensure they are able to complete their self-assessment returns by 31.01.2018	Complete		
Issuing of Pensions Savings Statements to those members who have breached the Annual Allowance	Matt Collier	06.10.2018	Improved employee confidence in the administration of the pension scheme and adherence to statutory obligations	Complete	All statements and letters produced and sent by 25/09/2018	
Delivery of briefing sessions to all those staff who have received Pension Savings Statements to ensure understanding of the process and their responsibilities.	Jo T/ Matt Collier/Benefit Consultants	30.11.2018	Those affected will be able to understand their tax implications	Complete		
Report Pensions Input Amounts to HMRC through Aquila Heywood's report system for upload to HMRC.	Matt Collier	31.01.2019	Compliance with statutory and regulatory requirements.	Complete		
Understand and develop process for updating member records on Altair system to record scheme pays adjustments to future benefits for payment.	Matt Collier	31.03.2018		Complete		
Work Plan 5						
Overhaul of the council's pension website.						
Work Plan 6						
	Establishment of required processes for the issuing of annual allowance statements in accordance with statutory timescales.					