

Data Quality Improvement Plan
Updated at 31st August 2019

Pending Leavers

Review pending leavers to assess those employers with the largest proportion of outstanding and historic cases. Target relevant training and support to these employers.

Pending leavers may be an indicator of incomplete or missing data within the Fund. Incomplete data pertaining to pending leavers may have a direct impact on required employer contribution rates following the next valuation.

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| Number of Pending Leaver: | 31/3/2019: 1873 | 30/6/2019: 2196 | Target: 1069 (target to reduce number at 30/09/2018 (3562) by 70%) |
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Action taken during previous quarter:

- Continual support provided to targeted range of employers to encourage return of individual leaver forms (and thereby reduce the number of pending leavers).
- Discussions with YPS as to whether individual leaver forms are required for scheme members joining the Fund after 1st April 2014.
- Note Pending Leavers increased in Q1 - this is due to the annual spike in the volume of leavers in April.

Action planned for next quarter:

- Resolve if individual leaver forms are required for the 1,429 pending leavers who joined the Fund after 1st April 2014. If so, individual employers will be written to clarifying the required information to close these pending leavers.
- Continue targeting employers for support and training

National Fraud Initiative (NFI)

The NFI exercise will identify any records held by the Fund that do not reconcile with data held by other public sector organisations. This may be an indicator that the Fund has not been informed of a death and therefore payments may continue to be made in error or a re-employed pensioner where abatement could apply.

A reconciliation to the NFI dataset is completed every 6 months with the results being investigated once the results have been received. All cases of overpayment aimed to be resolved in 6 months.

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| NFI Cases: | Jan 2019: 12 cases of overpayment - all reviewed | July 2019: 20 cases of overpayment identified - 13 processed to date | Target: All cases of overpayment to be processed within 6 months. |
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Action taken in previous quarter:

- Concluded review of all cases identified from the January 2019 NFI return
- Commenced review of cases from the return received in July 2019.

Action planned for next quarter:

- Resolve remaining cases identified in the NFI return received in July 2019.
- Next NFI return expected in January 2020.

Address Verification:

The Fund has commissioned Target Professional Services to attempt to verify the addresses for all deferred members and any other scheme member identified as having an incorrect or incomplete address on file.

It is important for the Fund to retain correct addresses for its members to ensure that they are aware of their benefit entitlements and to ensure that pensions can be paid when they become due.

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| Scheme Members without a verified address: | May 2019: 3630 members with an unverified address. | August 2019: 3506 members with an unverified address. | Target: All remaining cases will be reviewed to assess the extent to which any further tracing will be undertaken. |
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Action taken in previous quarters:

- Where a high likelihood of a new address has been identified, scheme members have been sent a letter requesting them to

contact Target if the new address is not correct.

- Where there was a lower likelihood of a new address being identified, scheme members have been sent up to two letters requesting them to contact Target to verify their new address.
- Where scheme members did not contact Target, a further letter has been sent detailing their former employer and role.
- Consideration has been given to undertaking further member tracing in the future. Concluded that appropriate to target scheme members over the age of 53 who have not been subject to a tracing exercise in the past 24 months.

Action planned for next quarter:

- Identify how to progress tracing the remaining 3,506 scheme members where their address has not been verified.

Frozen Refunds

Frozen Refunds arise where a scheme member leaves the Fund with less than two years of service. These individuals are not entitled to draw a pension but can either claim their contributions or transfer to an alternative pension scheme.

The Fund is aiming to review the cohort of Frozen Refunds prioritising those scheme members with a contribution value exceeding £500.

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| Number of Frozen Refunds: | 31/5/2019: 2325 scheme members including 247 with a value exceeding £500 | 31/8/2019: 2382 scheme members including 303 with a value exceeding £500 | Target: to write to all 303 scheme members with frozen refund value exceeding £500. |
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Action taken during previous quarter:

- This review has not yet commenced.
- The review will commence after a conclusion to the address verification exercise to ensure that scheme members are contacted at a valid address.

Action planned for next quarter:

- Write to those scheme members where the Fund has a verified address and the member has a frozen refund exceeding £500.
- Request YPS to write to all scheme members who left the Fund between 6 months and 5 years ago to advise them of their entitlements.