

Appendix 1 Projects

Name	Description	Status	Start Date	End Date	Notes
GMP Reconciliation	Reconcile fund records with those of HMRC to determine where liability rests	In progress		31.03.18	GMP Data uploaded and first run has been completed
Backlog of Work	Number of cases not processed - work to be outsourced to a third party for completion	In progress		31.03.18	Data uploaded & work has started, although slightly delayed due to technical issues - waiting for first update report
JAVA Payroll	Payroll language / software being updated need to parallel run to ensure has properly transitioned	In progress	01.11.17	31.12.17	First run has been done - balances. Now need to check that month end and immediate payment runs are correct
Implementation of GDPR	New data protection regulations to be implemented	In progress	05.10.17	30.04.18	Draft project plan written. Initial meeting with OCC ICT re corporate approach . Now seeking consultant to carry out initial review.

Implement Administration to Pay	For instructions and records to be passed from Benefit to Payroll team without need for paper	In progress	31.10.17	TBC	The original date for completion - 31.10.17 has moved as needed further discussion with software suppliers about product enhancements. They have an enhanced product which has only been implemented in Scotland so OPF would be first English Fund to take on this new product (not all tested) . Waiting or further
Implement Member Self Service for Active and Deferred Members	To allow members online access to their pension records and update certain data	In progress		31.07.18	Becky is following up outstanding replies from Heywood. - it would seem from recent conversations that the promised changes are not going to materialise so need to have further discussions. Also in process of setting out a draft
Address Checks - Deferred Members	Run a tracing exercise to find current addresses for deferred members				This will link in to above project.
Codings for payments	To comply with accounting requirements			31.03.2018	Not yet started - need to correct codings for payments & journal any costs put against old codes
Re- tendering of Actuarial Contract	Actuarial contract ends 10.12.17 so need to re-tender	In progress		10.12.17	SF - sending out this week. Tender documents have been issued - assessment of tenders w/c 20.11.17 with interviews being held w/c 27.11.17 then contract award

National Fraud Initiative

Bi-annual exercise to review In
payments against recorded progress
deaths

Audit has provided list of decease
members both active & deferred.
Pension payments suspended
September 2017. Death certificates
ordered. Awaiting death
certificates - can then calculate

Implementation of i-Connect



This additional module would Meeting
allow scheme employers to scheduled
upload data directly from for
their payroll system to Altair October to
discuss
how &
when to
implement

04.10.17 - Training / Overview day
held. Now waiting for Heywood to
send all information through so can
look at setting up contract &
implementation plan

Implementation of Windows 10

Upgrading of operating
system

OCC project - Pension Services
not yet in scope since changes not
all compatible with pension
software - further testing need.
Have also found that the new
software doesn't work with multiple
spreadsheets so this also needs to

Implementation of Employer Relationship Management System	To have employer details recorded on system for better control & reporting	On hold	 <p>Issued by software supplier in March 2017 - have undertaken some initial work to upload data but system not fit for purpose and there is no indication of when any changes will be made to increase the functionality. Did contact another supplier but they have not</p>
Change in Regulations	Brewster Case -	On hold	 <p>Need to identify any other affected members - RS to run report. 06.11.17 - This has been put on hold pending further information being issued by LGA</p>
Implement Tell Us Once	Allows Pension Services to have access to information reported to Registrars	Overdue	Completed

Complaints

Date:	Employer	Status	Date:	Referred	Outcome:	Notes:
1 11.01.17	Oxford City	Closed	07.02.17	Internal	Not Found	Member is in correspondence with PO regarding ill-health retirement - information requested since member believes we have incorrectly calculated ill-health enhancement. . Divorce / ~AVC
2 19.01.17	OCC	Open		AoD.1		
3 19.01.17	OCC	Open		Internal	Found	PSO - revised order not actioned in timely manner & so member concerned about repayment due to be made. PSO actioned in that correct basic payments being made but need to speak about over payment recovery.
4 19.01.17	SODC	Closed	17.02.17	Internal	Partially Found	PSO - member unhappy that he has not received paperwork which we sent out. Also querying the figures between quote and actual calculation. Letter to member explaining changes in regulations & factors between quote and actual CETV, also apologising for delays but unable to explain missing post because letters not tracked.
5 25.01.17	Oxford City	Closed	02.02.17	Internal - OCC Complaints	Found	Member's annual benefit statement was sent to a colleague in error - this was reported as a data breach. ICT documentation completed. Investigation found that weight check had failed - this is being separately investigated by Print Unit. Member then asked to an update on PU Investigation which was provided on 08.02.17.

6	08.02.17	Activate - Bicester School	Closed	21.02.17	Internal	Found	Member signing up to cash APC + ongoing APC from payroll. Request set up as a single task rather than two so delays in sending information. This has been done & an apology issued.
7	17.02.17	SODC	Closed	02.03.17	Internal	Partially Found	Member has complained about delays in providing information and an incorrect AVC figure. Information sent to member. 14.03.17 Member complained to CEO since no reply received. Information re-sent.
8	17.02.17	Oxford City	Closed	02.03.17	Internal	Partially Found	Member has complained about delays, post, out of date letters and non-communication of revoked regulation.
9	17.02.17	Chipping Norton Academy	Closed	20.02.17	Internal	Found	Member unhappy with the correspondence sent and that payment of benefits not yet made. Reponse and apology sent.
10	17.02.17	OCC	Closed	17.02.17	Internal	Not Found	Member complained that there was no consultation ahead of sending out MSS letter to pensioners. Response sent detailing the dates formal notices were sent.
11	23.02.17	Fire	Closed	22.04.17	IDRP1	Found	Member disagrees with calculation of final salary pension which excludes Flexible Duty System payments in pensionable pay. These payments are being treated as an additional pension benefit which member believes to be incorrect.
12	01.03.17	Activate - EX OCFE	Open	30.04.17	IDRP2		Previous employer has refused payment of pension on grounds of ill-health. Member asking for this decision to be reviewed at stage 2
13	11.04.17		Closed	12.04.17	Internal		Member left online comment saying that the link sent out to register to MSS was unavailable. From dates given it looks like member tried to access system in period between formal notices - but unable to check since no contact details left.
14	15.03.17	Oxford City	Closed		IDRP1	Not Found	Ill-health retirement

15	20.04.17	Oxford City	Closed	26.04.17	Online / Internal	Not Found	Employed by Shaw Trust working for District Council - flet that had been disciminated against by not being allowed to join the pension scheme.
16	17.07.17	OCC	Closed	07.08.17	Internal	Found	Member complained that they had not received an annual benefit statement due to a data query - unhappy with length of time taken to resolve issue.
17	08.08.17	Activate	Closed	07.08.17	Online / Internal	Not Found	Member complaining that refund has not been processed within 10 days - member was aware that original form did not reach Pension Services and that duplicate from was received last week - therefore still within 10 working days.
18	03.08.17	OCC	Closed	11.09.17	Online	Found	Deferred Member complained to say hadn't received annual benefit statements. There was an outstanding end of year query regarding the reduction in pay. On investigating found that the employer had not issued Regulation 10 paperwork - that has now been supplied and member has received notification of benefits.
19	02.06.17	OBU	Closed	28.08.17	Internal	Found	Member unhappy that no ABS had been sent because of outstanding queries on end of year data. These have no been resolved and an ABS sent.
20	15.08.17	OCC	Closed	12.09.17	IDRP1	Not Found	Deferred Member - in looking at request to transfer benefits found that ABS had shown wrong benefit details (more than actually due). Identified as a system error but unable to find out why this had happened. Explained to member that unable to pay more than correct entitlement.
21	28.09.17	Reablement	Closed	26.10.17	IDRP1	Not Found	Following TUPE to new scheme employer member was in LGPS for one month then made a leaver. Five years on member says that wasn't aware that LGPS membership had stopped.

22	05.10.17	OCC	Open	Internal	Deferred member saying that statement provided did not make it clear that benefits could not be taken until 2018.
23	11.10.17	Oxford City	Open	IDRP 2	Ill-health retirement
24	23.10.17	OCC	Open	IDRP2	Deferred member - ABS gave incorrect date for payment of benefits - member wishes to challenge decision that benefits cannot be paid ahead of that date.
25	25.10.17	OCC	Open	IDRP 1	Child's pension not paid during internship - this is being challenged.
26	03.11.17	OCC / ODST	Open	Internal	Member unhappy with information provided in respect of pensions (2 records) and has asked for revised information to be provided.