Draft Improvement Plan 2018/19

End of Year 2018/19 and Issuance of Annual Benefit Statements	Owner	Due date	Status	
End of Year Return				
Issue Scheme Employer Questionnaire re 2017/18 Exercise	BH	26/10/18	Completed	Feedback requested in Talking Pensions - 1 response
Hold Employer Forum to Discuss Results of Questionnaire	BH	30/11/18		
Prepare Briefing for All Employers to Set out any Key Changes	BH/SJC	21/12/18		
Confirm Senior Escalation Point with All Scheme Employers	BH	21/12/18		
Prepare/Review templates for 2018/19 Returns	BH	14/01/19		
Allocate Member of Employer Team to Lead for Each Scheme Employer	BH	14/01/19		
Get in touch with employers by phone to confirm who our contacts are for the annual return	Employer team	18/01/19		
Annual returns emails to be drafted	BH	16/01/19		
Returns to be sent out w/c 21 January 2019 (include dates for training days)	Employer team	25/01/19		
Contact all employers who have had previous issues to check receipt support needed	Employer team	28/02/19		
Run Employer Training Sessions on Completion of End of Year Return	SAF/BH/JW/RO	15/03/19		
Week before the April deadline send a reminder to High level contacts that the data is required by 19 April	Employer team	12/04/19		
Reconcile returns received and deal with any reconciliation queries - using tolerances agreed 10 days turnaround	employer team/investments	31/05/19		
Non balanced returns to be sent back (employer deadline 5 days)	Employer	30/06/19		
Identify no compliance - record breaches	BH	30/06/19		
May – upload returns based on 80% match rate	RS	30/06/19		
Follow up no compliance	JS/JF	09/06/19		
Errors to be recorded between reconcile conts and Pens rem queries	Employer Team	14/06/19		
May - June Queries sent - deadline 1 months	Employer Team	30/06/19		
July - End of year Query resolutions	Employer Team	31/07/19		
No response issue pens rem query statements	BH	28/06/19		
ABS production Commences	RS/BH	20/05/19		
ABS week 1	RS/BH	24/05/19		
Progress Meeting	Team	28/05/19		
ABS week 2	RS/BH	31/05/19		
Progress Meeting	Team	03/06/19		
ABS week 3	RS/BH	07/06/19		
Progress Meeting	Team	10/06/19		
ABS week 4	RS/BH	14/06/19		
Progress Meeting	Team	17/06/19		
ABS week 5	RS/BH	21/06/19		
Progress Meeting	Team	24/06/19		
ABS week 6	RS/BH	28/06/19		
Progress Meeting	Team	01/07/19		
ABS week 7	RS/BH	05/07/19		
Progress Meeting	Team	08/07/19		
ABS week 8	RS/BH	12/07/19		
Progress Meeting	Team	15/07/19		
ABS week 9	RS/BH	19/07/19		
Progress Meeting	Team	22/07/19		
ABS week 10	RS/BH	26/07/19		
Progress Meeting	Team	29/07/19		
ABS week 11	RS/BH	02/08/19		
Progress Meeting	Team	05/08/19		
ABS week 12	RS/BH	09/08/19		
Progress Meeting	Team	12/08/19		
ABS week 12	RS/BH	16/08/19		
Final Progress/review meeting	Team	19/08/19		
Mop up of statements	Team	31/08/19		

Monthly returns	Owner	Due date		
Review First 6 month returns and identify and missing returns	BH/SF/JF	31/10/18	Completed	21/11/18
Escalate All Employers with Missing Returns	BH/SF/JF	31/10/18		
Identify All Scheme Employers Where Active Membership has Ceased	BH/SF/JF	31/10/18		
Ensure All Records For Ceased Employers have been loaded and validated	BH/SF/JF	30/11/18		
Resolve Any Outstanding Queries with Scheme Employers	BH/SF/JF	21/12/18		
Review First 6 months CARE data, and identify any inconsistencies. Raise queries with employers	BH	30/11/18	In Progress	
Escalate All Missing Monthly Returns by month end	SF/JF	End of Each Month (Nov - Apr)		
Maintain CARE data monthly, and raise queries with employers each month	BH/SF/JF	End of Each Month (Nov - Apr)		
Run provisional CARE on 9 months data	System Team	16/02/19		
Load March CARE data and identify final queries	BH/Systems Team	03/05/19		
Resolve Final CARE Queries	BH/Employer Team	24/05/19		

Run CARE data	System Team	31/05/19	

Communication	**Owner**	**Due date**	**Status**
Write to Scheme employers (see line 8 above)	BH	21/12/18	
Email templates/acknowledgements to finalise	BH	18/01/19	
Update team at team meeting	BH/SAF	25/01/19	
Pension Fund Forum	SAF	25/01/19	
Monthly updates - talking pensions	JW/RO	31/01/19	
Monthly updates - talking pensions	JW/RO	28/02/19	
Monthly updates - talking pensions	JW/RO	31/03/19	
Monthly updates - talking pensions	JW/RO	30/04/19	

Staffing	**Owner**	**Due date**	**Status**
Review Current Staff Structure in Light of Recent Experience	SJC/SAF	19/10/18	
Agree new structure and Appropriate Division of Duties	SJC/SAF	19/10/18	
Revise Job Descriptions, Grades and Person Specifications including suitability of apprenticeships with County HR	SJC/SAF	02/11/18	
Implement new structure	SAF	02/11/18	
Recruitment	Team Leaders	30/11/18	
Recruitment - interviews	Team Leaders	07/12/18	
Recruitment - issuing offers	Team Leaders	14/12/18	
Recruitment - references / medicals	Team Leaders	21/12/18	
Recruitment - confirm start dates	Team Leaders	21/12/18	
Resource cover - sickness/maternity	Team Leaders	On-Going	
Staff Induction	Team Leaders	08/02/19	
Staff Training	Team Leaders	On-Going	

Implementation of i-connect	**Owner**	**Due date**	**Status**
Visit other sites with i-connect	JS	30/11/18	
Liaise with LGA re results of work of Academy Working Group on Standardising Data Returns	SJC/JS	30/11/18	
I connect Demonstration to Employers	Ask for volunteers, interest	30/11/18	
Produce Full Business Case for Pension Fund Committee's December Meeting	JS	07/12/18	
Draft implementation plan	JS	21/12/18	
Statement of works Signed off	Heywooods/OPF	11/01/19	
I-connect Deployed	Heywooods/OPF	22/02/19	
i-Connect connectivity established	Heywooods/OPF	30/03/19	
Initial Employer onboarding	Heywooods/OPF	30/06/19	
Final Employers onboarded	Heywooods/OPF	31/12/20	
Live processing[1]	Heywooods/OPF	01/07/19	

All Regulatory Functions			
Identify all statutory responsibilities and associated timescales	SAF	26/10/19	
Develop portfolio of performance measures that measure achievement of statutory functions and provide early warnings of potential breaches of targets	SAF	23/11/19	
Present Performance Report to Pension Fund Committee and Seek Feedback	SAF	07/12/19	

Data Quality	**Owner**	**Due date**	
Hold workshop with Aquila Heywood to review results of 31 August 2018 Report	SAF/RS	26/10/18	
Produce Report for LGA on Proposal for Standardise Data Quality Reports covering tests to be applied, records to be covered by test and basis for how the test is to be applied.	SAF	30/11/18	
Re-Run Data Quality Reports on basis of Proposed Standards to determine revised data quality scores	SAF	14/12/18	
Produce Action Plan to Improve Data Quality Scores where they fall below 98% in Revised Report	SAF	21/12/18	