

## **WILTSHIRE COUNCIL**

WILTSHIRE LOCAL PENSION BOARD  
24 August 2021

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### **PENSIONER PAYROLL DATABASE RECONCILIATION PROJECT & NEW PENSIONER PAYROLL SYSTEM UPDATE**

#### **Purpose of the Report**

1. The purpose of this report is to provide a further update on the detailed, and ongoing reconciliation project between the pension administration system (Altair) and pensioner payroll system (SAP) as well as the project to move across to an integrated pensioner payroll system.

#### **Background**

2. This paper provides an update on how the situation has developed since that meeting.

#### **Current situation**

##### Rectification project

3. The current situation of the rectification project is as follows, for the cases in scope:
  - a). There are now around 150 cases still at 'stage 2' (where the pension administration system, Altair, is inconsistent with itself). Each case continues to take some time to correct and involves close working with the systems provider to remove complex errors. These errors need to be removed before they can be properly assessed as part of stage 3, where a comparison is taken against SAP (the pensioner payroll system).
  - b). At the time of writing, officers have now initially been through all of the c1,000 cases that have already passed stage 2 and have peer reviewed 272 of the cases (completing stage 3). Corrections to Altair or SAP can only take place once a case has been peer reviewed (not all cases result in a change being needed to SAP).
  - c). Corrections to the payroll system (stage 4) began in July, which required changes and these are continuing for each month afterwards. As a general rule, officers are giving members around 8 weeks notification of any change to their payment amounts (with some exceptions for very small differences) to allow the member time to manage their financial circumstances.
  - d). For cases where SAP is correct and Altair is incorrect, these are being prioritised behind those cases where SAP is incorrect.
  - e). As anticipated, where the value of the change is relatively small, officers have received no correspondence from members. For some of the larger differences, some members have expressed their dissatisfaction or their intention to make a formal complaint although no cases have entered the form Internal Dispute Resolution Procedure (IDRP) stage yet. However, it is too early to provide analysis of this in greater depth.

##### New pensioner payroll system update

4. The Committee approved the purchase of Altair Pensioner payroll and immediate payments (subject to compliance with procurement rules and contract) at its last meeting.
5. Officers are close to completing the necessary procurement exemption (it is awaiting director approval), to avoid the need to go out to competitive tender, and we will then move towards agreeing the contract. Project timeframes are still unclear, mainly due to the rectification project detailed above, but officers anticipate going live in the summer or autumn of 2022.

### **Considerations for the Board**

6. Officers are taking a highly cautious approach to going through cases to try to limit the chance of errors being made as part of this review; in many cases, there is a large amount of information to review and consider to reach a final view point and hence the timeframes for the completion of this project are relatively long and difficult to predict. It is possible that corrections could continue up to February or March 2022 but officers are hopeful they will be corrected sooner.

### **Environmental Impact**

7. There is no environmental impact from this report.

### **Financial Considerations**

8. There are no financial considerations related to this update paper.

### **Risk Assessment**

9. There are a number of material risks related to this project in general in terms of compliance risk, financial risk and reputational risk, officers have sought to manage this risk as best as is possible in the circumstances through their approach to this project.

### **Legal Implications**

10. There is potential for a number of complaints (informal or formal), leading to quasi-legal issues resulting from undertaking stage 4 of this project. Conversely, a failure to correct known errors would also be considered a breach of legislation, creating further legal implications. Legal advice was taken on the paper presented to Committee in March.

### **Safeguarding Considerations/Public Health Implications/Equalities Impact**

11. There are no implications at this time.

### **Proposals**

12. Officers ask the Board to consider the information held within this paper to provide and comments or recommendations that it may have.

### **Andy Cunningham**

Head of Pensions Administration and Relations

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