

Appendix 1: Self-assessment against the measures of success and actions taken (where necessary)

The Fund self-assessment below took place in September 2021. The RAG (red, amber, green) status assigned represent the service priority.

Measurement and targets	Current assessment (at September 2021)	Commentary	Actions
a). tPR Common and Condition data (target of 99%)	tPR Common data measurement = 99.2% tPR Conditional data measurement = 94.9%	Whilst the Fund's conditional data score is below target, the reasons are mainly technical failures related to the member data views of historic records which do not impact the payment of benefits (but they still fail the tPR test). The Fund scores above industry averages in relation to both measures.	No specific additional actions are required at this time although further organic improvement is expected.
b). Active Annual Benefit Statements (target of 99%)	99.5% of 2021 statements were produced by the deadline of 31 August 2021	The Fund has met its target in this area, and it scores above industry averages.	No specific additional action required at this time although further improvement is expected organically through greater onboarding of employers on to i-Connect.
c). Benefits Key Performance Indicators (various targets)	Deferred and starter notifications are below the disclosure regulations target (although strictly speaking these are not data quality issues). In addition, the processing of retirement (from active status) and death benefits are also below target.	The notifications scores are lower than expected due to some issues imbedding a new process. Whilst there have been recent improvements in the processing delays, further work is required.	<u>Notifications</u> : A change of process has already occurred, and the improvement should be visible in future quarters through implementation of the revised process. <u>Processing</u> : Both processes are currently being reformed using Systems Thinking techniques and with greater staff numbers are being assigned. Officers anticipate targets being met during 2022 for this processes.

<p>d). Processing backlogs (under 200 cases per process)</p>	<p>Two areas of processing backlogs currently exist which exceed this target:</p> <p>a). The award of deferred benefits.</p> <p>b). The aggregation of records</p>	<p>Both of these processes are treated as being lower priority in comparison to processes which result in payments (such as retirements and death benefits) although of course all process remain important. However, both process improvements and significant allocation of resource is needed to improve this area.</p>	<p>Additional staff have already been appointed as well as a small number of staff being assigned to work overtime. In addition, the processes related to these areas have been reviewed to make efficiency improvements. Currently, there are month on month improvements visible which should bring down these figures during 2022 and 2023.</p>
<p>e). Data consistency between the pensioner payroll and administration systems (various targets)</p>	<p>A recent reconciliation has identified issues for a minority of pensioner records related to:</p> <p>a). The annual payment amount stated and used on each system and its component breakdown.</p> <p>b). Some other inconsistencies in the supporting data.</p>	<p>In light of these findings, the Fund is currently undertaking a project in 2021 and 2022 to correct all material discrepancies and to move towards an integrated pension payroll system.</p>	<p>Complete rectification project and transition to integrated payroll (and immediate payments) system by autumn 2022.</p>
<p>f). Data consistency between employer and Fund data</p>	<p>High levels of data consistency exist between employers currently using i-Connect. Data consistency is more variable amongst employer not currently using i-Connect.</p>	<p>The current assessment reflects the Fund's data strategy of onboarding all employers onto the i-Connect platform.</p>	<p>The Fund will continue to work closely with employers during 2021 and 2022 to support them to transition to i-Connect new platform, using its escalation policy where employer non-compliance with the Fund's administration strategy exists.</p>