

# Administration Report

Agenda Item 6 (Appendix A)

# Contents

Complaints .....	3
Introduction .....	3
General Complaints .....	3
Internal Dispute Resolution Procedure (IDRP).....	3
Pensions Ombudsman .....	3
Service Level Agreement Compliance .....	3
Introduction .....	3
Overview.....	3
Results .....	4
Member Data Requirements .....	4
Introduction .....	4
Overview.....	4
Measurements .....	4
Results .....	5
Comments .....	5
National Insurance Number .....	5
Last Status Event .....	5
Address .....	5
Postcode .....	5
Member Satisfaction .....	6
Introduction .....	6
Results .....	6

## Complaints

### Introduction

To assist the Board in monitoring administration standards it was agreed to provide an overview of any complaints received by Kier from members of the Teesside Pension Fund.

Below is an overview of the complaints received by Kier since DD MMMM 20YY to DD MMMM 20YY.

### General Complaints

Over the MM month period to DD MMMM 20YY, Kier have received NN complaints that required additional investigation. A summary of the complaints is shown below:

Summary	Total	Result/Response
---------	-------	-----------------

### Internal Dispute Resolution Procedure (IDRP)

During the period from DD MMMM 20YY to DD MMMM 20YY, there has been NN IDRP case resolved at stage 1 in the administrators favour.

The case related to the description of case(s).

There has been no notification that this has been taken to stage 2 though the member has until MMMM 20YY to do this.

### Pensions Ombudsman

During the period to DD MMMM 20YY, there was NN case that we know required a ruling from the Pensions Ombudsman.

The case involved a description of case(s).

## Service Level Agreement Compliance

### Introduction

The following section provides an overview of the service level agreement compliance by the Kier Pensions Unit (KPU) to the Teesside Pension Fund.

### Overview

Teesside Pension Fund entered an agreement with KPU on the services that are to be provided and the time limits that each key process is to be completed within.

KPU provides a quarterly report showing each process required, the number of cases undertaken for each process, the number of cases performed within the agreed timescales, and details of any failures and reasons.

All times are from the date that the final piece of information is received by KPU which enables them to carry out the work required.

Any failures in the SLA will result in a discussion between KPU and the Teesside Pension Fund. Where necessary, an improvement plan will be agreed. We have been administering the Teesside Pension Fund as an outsourced 3rd party administrator since June 2001 and the Pensions Unit has never been required to produce an improvement plan.

## Results

The results for the Teesside Pension Fund, for the period from DD MMMM 20YY to DD MMMM 20YY, are shown below:

## Member Data Requirements

### Introduction

The Pensions Regulator is placing greater emphasis on member data and expects Scheme Managers, and Pension Boards, to regularly monitor data quality. Where necessary, improvement to data quality should be targeted and improvement plans put in place.

### Overview

The data quality results shown below are based on the Pension Regulators Common Data requirements. Common data relates to that data which is common across all schemes (e.g. name, date of birth, etc.).

The results also attempt to record whether the data is consistent with the member record. It will look to do this by comparing data to check that it does not imply incorrect information (e.g. comparing date of birth to date joined scheme to ensure that member is not too young, or too old, for the date held).

### Measurements

To undertake this common data check, the following checks are made against the information held on the pension administration software:

<b>Data Item</b>	<b>Description</b>
<b>NINo</b>	Valid NINo held on record (e.g. not temporary number and corresponds with valid format)
<b>Surname</b>	Surname held
<b>Forename/Initials</b>	Preferable to have forenames but initials acceptable
<b>Sex</b>	Corresponds with title
<b>Title</b>	Corresponds with sex
<b>DoB Present</b>	Held on member record

<b>DoB Consistent</b>	Consistent with other info held (e.g. before date joined scheme and date left employment).
<b>Date Joined Scheme</b>	Held and consistent with DoB
<b>Status</b>	Valid status
<b>Last Status Event</b>	Consistent data with status (e.g. an active member does not has pension details or pensioner does not have relevant data view)
<b>Status Date</b>	Corresponds with member data (e.g. data left corresponds with deferred/pension data)
<b>Address</b>	Address held and not shown as "gone away".
<b>Postcode</b>	Postcode held in postcode field (UK addresses only)

## Results

A summary of the results for data quality is shown below:

## Comments

Please note the following points which have affected the above data:

### National Insurance Number

Children under 16 are rarely provided with a National Insurance Number from HMRC. A temporary number is therefore created until HMRC provide the correct one. These are shown as failures even though the correct data is not available.

For those members who should have a valid National Insurance Number these tend to be provided via HMRC. With Kier providing a pension payroll service notification most NINo's are updated via the Real Time Information process.

### Last Status Event

Some member data does not fit with the reporting process. For instance, some members held service in the fund, left, then re-joined the fund. This results in the member being an active member yet also holding deferred records.

Kier are reviewing the report and data to determine which needs to be amended to correctly report to the Board.

### Address

The Pension Regulator's Public Sector guidance refers to holding the last known address on the member's record. Kier provide a data score based on this requirement but also show those members where we hold an address but have reason to believe that the member no longer resides there.

### Postcode

Failures denote where a postcode is not within the specific postcode field. A failure will also be recorded if the Postcode is on the record but not in the specific field on the pension administration system

## **Member Satisfaction**

### **Introduction**

Since December 2016 Kier, on behalf of the Teesside Pension Fund, have been issuing member satisfaction surveys with pension options. From the responses to these surveys, Kier is able to report on how members feel the retirement process meets their requirements and also the level of service that Kier provide.

### **Results**

A summary of the results for opt outs is shown below: