

## APPENDIX H



**HAMPSHIRE  
FIRE AND  
RESCUE  
AUTHORITY**

Purpose: Noted

Date **5 July 2018**

Title **DATA QUALITY AND RECORD KEEPING**

Report of Chief Finance Officer

### SUMMARY

1. This report provides an update on data quality and record keeping from Hampshire Pension Services.

### BACKGROUND

2. For the first time this year, Scheme Managers of public sector schemes are required to report the data quality score for their schemes to the Pensions Regulator in the annual return due in November.
3. The score measures two types of data; common and conditional. Common data is made up of 11 data items covering surname, forename, NI number, sex, date pensionable service started, membership status, target retirement age, last status event, postcode, address and date of birth.
4. Conditional data is scheme specific and refers to the information that is required in order for the administrator to be able to pay pension benefits. The Scheme Advisory Board has a project in place to define a standard list of conditional data items for Fire pension schemes so that there is consistency between authorities.

### CURRENT POSITION

5. Pensions have not previously had a mechanism to measure and report on data quality. Consequently the record keeping plan has been limited to a description of the controls in place to ensure accurate data is entered and maintained on the pensions software (APPENDIX I).
6. As data quality could not be measured, there was no starting point from which to develop a data improvement plan, beyond the business as usual process reviews and continuous improvement cycle that Pensions operate.

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7. Pensions now have two tools in place, which will be more established by the time of the TPR report in the autumn:
  - (a) Scheme validation reports within the UPM pensions software
  - (b) Data Analysis and Reporting Tool (DART) which complements UPM and allows wider analysis
8. The scheme validation reports cover 28 validations, mainly focussed on common data items (APPENDIX J).
9. These reports have been run for the first time in June 2018 and provide a baseline of data quality. This is covered in more detail in the section below.
10. DART is a tool which works alongside the pensions software to allow reporting and analysis on the data held in the system. This software has been purchased from the South Yorkshire Pensions Authority and will be installed on the Hampshire systems in the summer. Prior to the purchase of the software, South Yorkshire provided Pensions with an initial analysis using the DART reports. Work is currently underway with a data cleansing project using this initial DART analysis, and focussed on key common data aspects such as postcodes and addresses.
11. The LGA has just issued a draft of the conditional data items which will be agreed across LGPS funds (APPENDIX K). It is anticipated that the Fire and Police schemes will use the LGPS list as the starting point for developing their scheme specific data items. Once these lists have been agreed, the pensions software supplier Civica will be able to develop the data validation reports for the conditional data. In the meantime, the DART tool will be used to focus on particular areas of concern.
12. This data cleansing work is being done alongside the normal pensions processes which are designed to ensure that data is correctly input at all stages of a member's pension (on becoming a member, changes during employment, on leaving pensionable employment and on receiving pension payments and dependant's benefits).

### COMMON DATA SCORE

13. Using the UPM reports for actives, deferreds, pensioners and dependants has produced an overall common data score of 91.35%. The table below shows the breakdown of the score, as well as the number of actual data items that would need to be corrected to achieve a score of 100%.

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| Status        | Number of members | Number with 100% common data | Common data score | Data items (total) | Number of data items to be corrected | % of incorrect data items |
|---------------|-------------------|------------------------------|-------------------|--------------------|--------------------------------------|---------------------------|
| Actives       | 1,202             | 1,084                        | 90.18%            | 22,838             | 129                                  | 0.56%                     |
| Pensioners    | 932               | 906                          | 97.21%            | 17,708             | 30                                   | 0.17%                     |
| Deferreds     | 826               | 708                          | 85.71%            | 15,694             | 136                                  | 0.87%                     |
| Beneficiaries | 138               | 132                          | 95.65%            | 2,622              | 5                                    | 0.19%                     |
| <b>Total</b>  | <b>3,098</b>      | <b>2,830</b>                 | <b>91.35%</b>     | <b>58,862</b>      | <b>300</b>                           | <b>0.51%</b>              |

14. Of the 300 data items, 221 are a missing scheme retirement date. This is not an issue for processing pensions as the information is held on the record, but just not in the field which is being picked up in the standard validation report. However, the date will be added to this field so that these members are not flagged when the reports are next run.
15. Based on this analysis it is likely that by the time the data is produced for the report in November 2018, the score will be at 100% for common data. Once the conditional data fields are agreed, and new validation reports are available, a baseline assessment can be carried out and a data improvement plan put in place.

### RECOMMENDATION

16. The Board are asked to note the approach and information contained in this report

### APPENDICES ATTACHED

17. APPENDIX I – Statement of record keeping
18. APPENDIX J – UPM validations
19. APPENDIX K – LGA draft conditional data items

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