

Firefighters' and Police Data Conference Workshop Feedback



Data Conference

17 May 2023

The write up and Slides for the day are available on the events page of the Firefighters' Regulations and Governance webpage

[Data Conference \(fpsregs.org\)](https://www.fpsregs.org)

Workshops

- One workshop session was led by the LGA, West Yorkshire Pension Fund and Civica.
- The other workshop was led by the NPCCC, XPS and Heywood Pension Technologies.
- There were also 2 virtual sessions led by the LGA, and NPCCC.

Workshop questions

1. How are you ensuring the quality of data to be provided to your administrator?
2. How has your experience of the exercise been? Is it different to expectations and have you been able to escalate for additional support. Do you have any examples of how you have overcome unexpected challenges?
3. Lessons learnt? What do you feel could have been done differently? Would you do things differently in the future, such as storing and reconciling data.

LGA, West Yorkshire and Civica - Workshop Feedback

How are you ensuring the quality of data to be provided to your administrator?

Collecting data early

Changes to data retention policy

Clear responsibility for data

How has your experience of the exercise been? Is it different to expectations and have you been able to escalate for additional support. Do you have any examples of how you have overcome unexpected challenges?

Pensionable pay complex – requires someone with knowledge to know what is needed in data capture

Concerns over assurance of data

Time – not enough

One FRA has established that 80-90% of the data will be based on assumptions

7-8 cases a day to meet deadline

Updating of risk register

Having had blind trust in previous administrators – identity of data issues

Retaining resource

Lack of Knowledge

Painful

Issues recruiting

Internal resource process takes too long

Not trusting data – additional testing

50% of FRAs will need to carry out an element of the process manually

Additional resource – working solely on data 3 days a week

Change of administrators and/or payroll providers – causes retention of data issues

Lessons learnt? What do you feel could have been done differently? Would you do things differently in the future, such as storing and reconciling data.

Blind trust in administrators – have clear governance processes in place

Time – how long you think it will take – triple it!

Request resource sooner

Ensure to update data retention policy

Ensure risk register has data as a risk

Ensure payroll data is transferred when you change payroll providers – some administrators require data to be provided to them at point of transfer.

Virtual - Workshop Feedback

How are you ensuring the quality of data to be provided to your administrator?

Ensuring data is cross-checked and doublechecked

Recruited for a specific role for the remedy project

Checking addresses

How has your experience of the exercise been? Is it different to expectations and have you been able to escalate for additional support. Do you have any examples of how you have overcome unexpected challenges?

Unable to run a programme to obtain the data and so it has all been done manually

No additional resource as need staff with relevant pensions experience

Time – not enough- took 9 months instead of 6

Takes time to recruit

Difficult to obtain the data for Matthews due to historic data

Struggled to gather data on maternity leave and service breaks in general

Looked at manually stored payslips and were able to reconcile with HR records. Now confident of the results!

Difficulties determining APBs in 1992 and 2006 schemes

Data received from most clients but not a full set.
Regular catch-up calls to keep abreast of issues.
Almost have 1 full set of data.

Highlighted the importance of keeping a record of base data

Lessons learnt? What do you feel could have been done differently? Would you do things differently in the future, such as storing and reconciling data.

Don't have transitional protections!

Consider the areas of complexity which need more time-definitions of pay, APBs, split pensions

Time – how long you think it will take – triple it!

Request resource sooner

Start data collection as early as possible

NPCC, XPS and Heywoods - Workshop Feedback

How are you ensuring the quality of data to be provided to your administrator?

Allowing time to collect data 3-4 months

How has your experience of the exercise been? Is it different to expectations and have you been able to escalate for additional support. Do you have any examples of how you have overcome unexpected challenges?

Time – not enough

Issues recruiting

Resource issues

Retaining resource

Internal resource process takes too long

Realising that if data isn't with administrator by July that there will be a delay in being able to process retirements until November/December

20% of Police Authorities will need to carry out an element of the process manually

Lessons learnt? What do you feel could have been done differently? Would you do things differently in the future, such as storing and reconciling data.

Request resource sooner

Ensure payroll data is transferred when you change payroll providers – some administrators require data to be provided to them at point of transfer.

Complete data needs to be with administrators by July, to allow for October retirements

Summary

- Resource issues
- Data retention policy needs updating
- Allow enough time
- Ensure data risk is shown on your risk register
- Have appropriate governance processes in place with your payroll and pension administrators

Any questions



Thank you for listening!

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