



Aquila Heywood

# Local Government Pension Scheme Common Data Quality Report Dorset County Council



August 2017

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# 1 Executive Summary

## 1.1 Introduction

In 2015, the Pensions Regulator (TPR) assumed responsibility for Public Sector Pension Schemes. Prior to this, in June 2010, TPR issued guidance on the approach that they consider to be good practice for measuring the presence of member data. Specific targets were set for data TPR deemed as 'common' and Aquila Heywood has assisted customers in the collection and qualification of this data.

To assist customers in undertaking a practical assessment of their common data, Aquila Heywood offers a Data Quality service.

## 1.2 Data Quality Service

Working with Dorset County Council, Aquila Heywood has completed a review of Dorset CC's common pension data in line with the guidance notes set down by TPR. Aquila Heywood's understanding of the Local Government Pension Scheme data, benefit calculations, interfaces and processes, has assisted in the agreement of which items to test. The tests to satisfy each condition have been run and the results quantified to provide guidance on any corrective action required.

The service incorporates data items tested against the data conditions agreed with Dorset CC. To provide focus on the key areas of common data to be addressed, each data category is measured against an agreed benchmark.

## 1.3 Benchmark

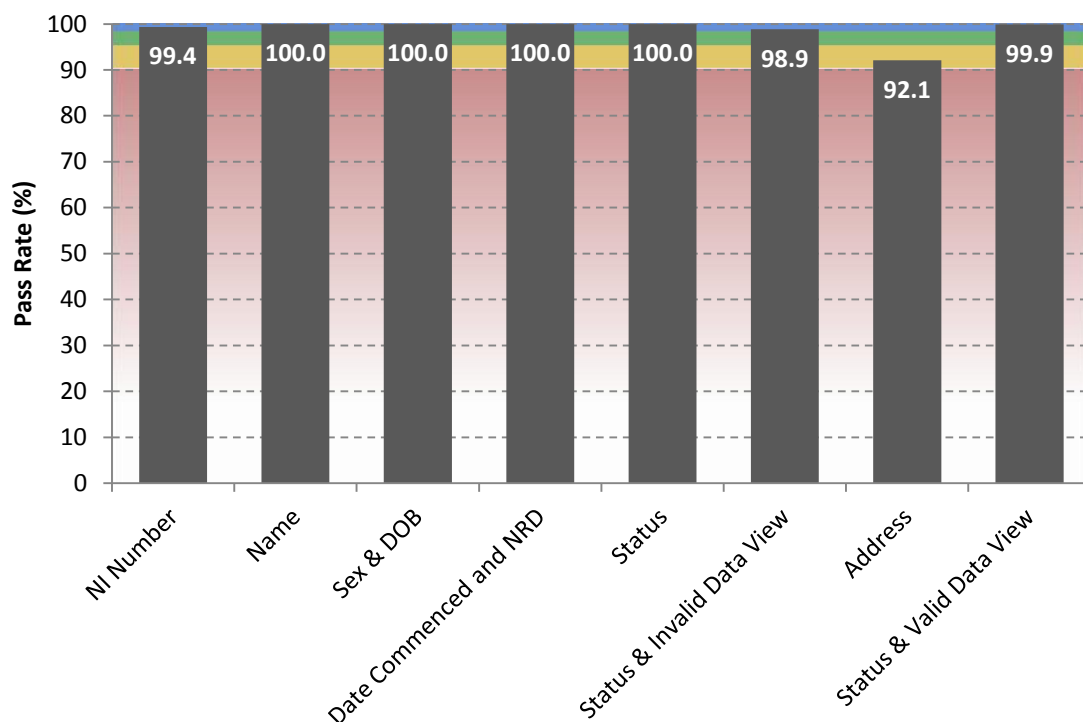
The benchmarks applied to the results presented in this report were agreed between Dorset CC and Aquila Heywood. The categories and thresholds are as follows:

Category	Pass Threshold
Blue	Pass rate $\geq$ 98%
Green	95% $\leq$ Pass rate $<$ 98%
Amber	90% $\leq$ Pass rate $<$ 95%
Red	Pass rate $<$ 90%

These benchmarks are illustrated in the background of the results graph. TPR have set targets of 100% accuracy for data created after June 2010 and 95% accuracy for data created beforehand. The Aquila Heywood data quality service measures data as a whole as updates for many members are continuous and alter the last updated date on the system.

## 1.4 Summary of Common Data Results

The graph below indicates Dorset CC's performance for each data category against the agreed scheme benchmarks. The results presented herein are generated from data extracted from Dorset CC's Live Altair service on 21<sup>st</sup> August 2017 for all tests.



7 of the eight categories met the highest benchmark of greater than 98% with 3 categories not recording a single failure. The sole category that did not reach the highest benchmark concerned **member addresses** which fell within the Amber benchmark at 92.1%. With the exception of member addresses, the general quality of the common data at Dorset CC is of a high standard. There is some work required with member addresses to bring this category into the highest benchmark.

## 2 Analysis of Common Data Results

Condition	Qualifying Members		Areas for Review	Comments
	Tested	Passed		
<b>NI Number</b> <u>Eligible for Testing:</u> All members	109198	108513 99.4%	Fail A: 0 Fail B: 661 Fail C: 24	There is not a single member without a NI number recorded. There are 661 members with a temporary NI number to be addressed. A breakdown is as follows: <ul style="list-style-type: none"> <li>- 6 are active members;</li> <li>- 2 are leavers awaiting processing;</li> <li>- 250 have left the scheme</li> <li>- 21 are deferred pensioners;</li> <li>- 13 are adult dependents that require investigating prior to other cases in this category;</li> <li>- 247 members are deceased;</li> <li>- 122 of the temporary NI numbers are recorded for frozen refund cases which may affect CEP payments;</li> </ul> A further 24 members have an NI number with an incorrect format, 9 of which are leavers, 3 are deferred pensioners, 4 are adult dependents, 5 are deceased members and 3 are frozen refund cases.
<b>Name</b> <u>Eligible for Testing:</u> All members	109198	109198 100%	Fail A: 0 Fail B: 0 Fail C: 0	All member records have a valid name recorded.

Condition	Qualifying Members		Areas for Review	Comments
	Tested	Passed		
<b>Sex and Date of Birth</b> <u>Eligible for Testing:</u> All members (Leavers and deaths excluded from test D)	109198	109198 100%	Fail A: 0 Fail B: 0 Fail C: 0 Fail D: 0	All member records have a valid sex and date of birth recorded.
<b>Date commenced and NRD</b> <u>Eligible for Testing:</u> All members	109198	109175 100%	Fail A: 18 Fail B: 5	18 members have a blank date joined fund. Of these, <ul style="list-style-type: none"> <li>- 3 members are recorded as leavers;</li> <li>- 8 are recorded as deferred pensioners;</li> <li>- 7 are pensioners</li> </ul> 5 members have an invalid date joined fund.
<b>Status</b> <u>Eligible for Testing:</u> All members	109198	109198 100%	Fail A: 0 Fail B: 0 Fail C: 0	All member records have a valid and consistent status recorded.
<b>Status and invalid data view</b> <u>Eligible for Testing:</u> All members	109198	107976 98.9%	Fail A: 412 Fail B: 663 Fail C: 65 Fail D: 90	412 members have an 'Exit' data view which is not in line with their status history. 663 members have a 'deferred' data view which is not in line with their status history. 65 members have a 'pensions' data view which is not in line with their status history. 90 members have a 'dependents' data view which is not in line with their status history.  1230 members have data views that are not expected for their status history. 183 of these cases are for deceased members. 8 members have more than one unexpected data view including 2 active members and one deferred. Fails in this category should be investigated to ensure correct benefits are calculated as a priority

Condition	Qualifying Members		Areas for Review	Comments
	Tested	Passed		
<p><b>Address</b></p> <p><u>Eligible for Testing:</u></p> <p>All members except leavers and deaths (status 3 and 7)</p>	109198	100529 92.1%	<p>Fail A: 2578</p> <p>Fail B: 2524</p> <p>Fail C: 2220</p> <p>Fail D: 1963</p> <p>Fail E: 362</p>	<p>There are several issues with member addresses to be investigated. 2578 members have no address recorded. 2524 members have an address record but the 1<sup>st</sup> line is blank. 2220 members are recorded as “gone away”. 1963 members have no Postcode recorded and a further 362 are in an incorrect format. Of the 2325 of the members either missing or holding an invalid postcode, 978 are also recorded as “gone away”.</p> <p>Some of the remaining members may be overseas without having the overseas indicator set.</p>
<p><b>Status and valid data view</b></p> <p><u>Eligible for Testing:</u></p> <p>Members with deferred benefits or benefits in payment (Status 4, 5, 6, 7, 9 and T )</p>	109198	109082 99.9%	<p>Fail A: 0</p> <p>Fail B: 2</p> <p>Fail C: 1</p> <p>Fail D: 15</p> <p>Fail E: 86</p> <p>Fail F: 12</p>	<p>116 members do not have data views that are expected for their status. As these data views reflect the member’s benefit entitlement, these cases should be investigated as a priority.</p> <p>The bulk of cases in this category are 86 deceased members who were pensioners do not have a date recorded for when the pension ceased.</p> <p>15 deceased cases are missing exit details, 4 of which were active members and the rest deferred pensioners.</p> <p>No deferred pensioner members are missing deferred details.</p> <p>2 pensioner members are missing pension details.</p> <p>Additionally, 12 dependents are missing a cease date.</p>

### 3 Data Correction Plan

The table below provides Dorset County Council with suggestions for resolving the issues identified. This table is deliberately high-level as the detail and dates should be agreed once the results have been thoroughly reviewed. The recommendations represent a summary of the recommended actions outlined in Section 2.

Data Category	Recommendation	Suggested Priority
<b>NI Number</b>	<ul style="list-style-type: none"> <li>Obtain correct NI numbers for the members with temporary numbers or those in the incorrect format</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> </ul>
<b>Name</b>	<ul style="list-style-type: none"> <li>No issues found</li> </ul>	
<b>Sex and Date of Birth</b>	<ul style="list-style-type: none"> <li>No issues found</li> </ul>	
<b>Date commenced and NRD</b>	<ul style="list-style-type: none"> <li>Investigate the cases with a blank date joined fund as this could affect benefits</li> <li>Correct the date joined fund for the five members affected</li> </ul>	<ul style="list-style-type: none"> <li>High</li> <li>High</li> </ul>
<b>Status</b>	<ul style="list-style-type: none"> <li>No issues found</li> </ul>	
<b>Status and invalid data view</b>	<ul style="list-style-type: none"> <li>Invalid data should be removed where necessary or the member status corrected where appropriate. These cases should be treated as a high priority as the presence of the data may affect benefits</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>
<b>Address</b>	<ul style="list-style-type: none"> <li>Current addresses should be sought and uploaded for the members that failed this category</li> </ul>	<ul style="list-style-type: none"> <li>Medium</li> </ul>



<p><b>Status and valid data view</b></p>	<ul style="list-style-type: none"> <li>• The 15 deaths from active and deferred status may be missing death grant data and should be investigated</li> <li>• The deaths with missing cease dates should be investigated and corrected</li> <li>• Although small in number, the deferred, pensioner and dependant members with missing data views that hold their entitlement should be investigated as a high priority and either their status corrected or the correct data recorded</li> </ul>	<ul style="list-style-type: none"> <li>• Low</li> <li>• Low</li> <li>• <b>High</b></li> </ul>
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## 4 Appendices

### 4.1 Appendix A – TPR Guidance

Data Field	TPR Comment
National Insurance Number	'TN' formats should be regarded as missing data. The final character of NI numbers is not essential.
Surname	Check that surname is present.
Forename(s) or initials	Forenames are preferable but initials are an acceptable alternative.
Sex	Check that sex is present.
Date of birth	Check that date of birth is present and consistent (earlier than date joined scheme, retirement, date of leaving). False dates should be classed as missing data.
Date pensionable service started/policy start date/first contribution date	For trust-based schemes this will be date pensionable service started. For contract-based schemes this will effective start date of the policy or the first contribution date, depending on the provider's requirements.
Expected retirement/maturity date (target retirement age)	This field may be derived or explicit; for most DB schemes it will probably be derived as the scheme's normal retirement date. Need to check that it is populated if that is a scheme/system requirement, that it is consistent with scheme rules and statutory requirements, and is later than date of birth and pensionable service date/first contribution date.
Membership status	Check that a current valid status is recorded for each member. This may be a dual status, eg active or deferred member with partial retirement. For contract-based schemes this may be 'active' or 'inactive'.

Data Field	TPR Comment
Last status event	Check that benefits taken are consistent with status, and, if status history is recorded, that the latest status is the same as the explicitly recorded current status.
Address	An address should be present for all members of all schemes. Because of DPA requirements an exception is permissible for active members of those trust-based schemes in which communication with members is normally sent via the employer. 'Gone away', 'unknown' or similar should be treated as missing data.
Postcode	Check that a postcode is present if address is not identifiable as being overseas. Will assist with valuations for actives, for whom storing full address may breach DPA principles.

## 4.2 Appendix B – Common Data and Fail Criteria

### Common Data

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
<p><b>NI Number</b></p> <p><u>Eligible for Testing:</u> All members</p>	NI Number (NI-NUMBER) is blank	NI number is temporary (commences TN) and is not a child pension (DEPND-TYPE = 'C')	NI number does not adhere to standard (Neither of the first two letters can be D, F, I, Q, U or V. The second letter cannot be O. Prefixes BG, GB, KN, NK, NT, TN (checked in fail B) and ZZ are not used. Suffix must be A,B, C or D. Characters 3-8 must be numbers)			
Tested: 109198	Failed: 0	Failed: 661	Failed: 24			
<p><b>Name</b></p> <p><u>Eligible for Testing:</u> All members</p>	Surname (SURNAME) is blank	Forenames (FORENAMES) is blank	Initials (INITS) is blank			
Tested: 109198	Failed: 0	Failed: 0	Failed: 0			

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
<b>Sex and Date of Birth</b>  <u>Eligible for Testing:</u>  All members *	Sex (SEX) is blank	Sex is not Male or Female	Date of Birth (DOB) is blank	Date of Birth is earlier than or equal to 01/01/1900 (* Leavers and deaths excluded from this test) (Status 3 and 7)		
Tested: 109198	Failed: 0	Failed: 0	Failed: 0	Failed: 0		
<b>Date commenced and NRD</b>  <u>Eligible for Testing:</u>  All members	Date Joined fund (DJF) is blank	Date Joined Fund is earlier than Date of Birth plus 15 years	NRD checks are not required as these are always calculated			
Tested: 109198	Failed: 18	Failed: 5	Failed:			
<b>Status</b>  <u>Eligible for Testing:</u>  All members	Status (STATUSKEYF) is blank	Status is not 1-9, T or O	Status on member summary (STATUSKEYF) does not match that on basic details (STATUS[1])			
Tested: 109198	Failed: 0	Failed: 0	Failed: 0			

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
<b>Status and invalid data view</b>  <u>Eligible for Testing:</u>  All members	Exit details should not be present unless status is 3, 7 or 9 or a previous status is 9 and the current status is 1, 2, 4, 5 or T	Deferred details should not be present unless status is 4 or a previous status is 4 and the current status is 1, 2, 3, 5, 7 or T	Pension details should not be present unless status is 5 or T or a previous status is 5 or T and the current status is 1, 2, 3, 4 or 7	Dependant details should not be present unless status is 6 or a previous status is 6 and the current status is 3 or 7		
Tested: 109198	Failed: 412	Failed: 663	Failed: 65	Failed: 90		
<b>Address</b>  <u>Eligible for Testing:</u>  All members except leavers and deaths (status 3 and 7)	Address record does not exist	Address record exists, but line 1 (ADD-LINE-1) is blank	Gone Away (ADD-GONAWY) indicator is set	If the address is not overseas, the Postcode (POSTCODE) is blank		
Tested: 109198	Failed: 2578	Failed: 2524	Failed: 2220	Failed: 1963	Failed: 362	
<b>Status and valid data view</b>  <u>Eligible for Testing:</u>  Members with deferred benefits or benefits in payment (Status 4, 5, 6, 7, 9 and T )	Status 4 does not have deferred details	Status 5 or T do not have pension details	Status 6 does not have dependant details	Status 7 or 9, with a previous status of 1 or 4 do not have exit details	Status 7 with a previous status of 5 should have a relevant date pension ceased	Status 7 with a previous status of 6 should have a relevant date pension ceased
Tested: 109198	Failed: 0	Failed: 2	Failed: 1	Failed: 15	Failed: 86	Failed: 12

