Local Government Pension Scheme
Common Data Quality Report
The City and County of Swansea Council

June 2018

Table of Contents

Aquila Heywood

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 Swansea Council (Swansea), Aquila Heywood has completed a review of Swansea'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 Swansea. 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 Swansea and Aquila Heywood. The categories and thresholds are as follows:
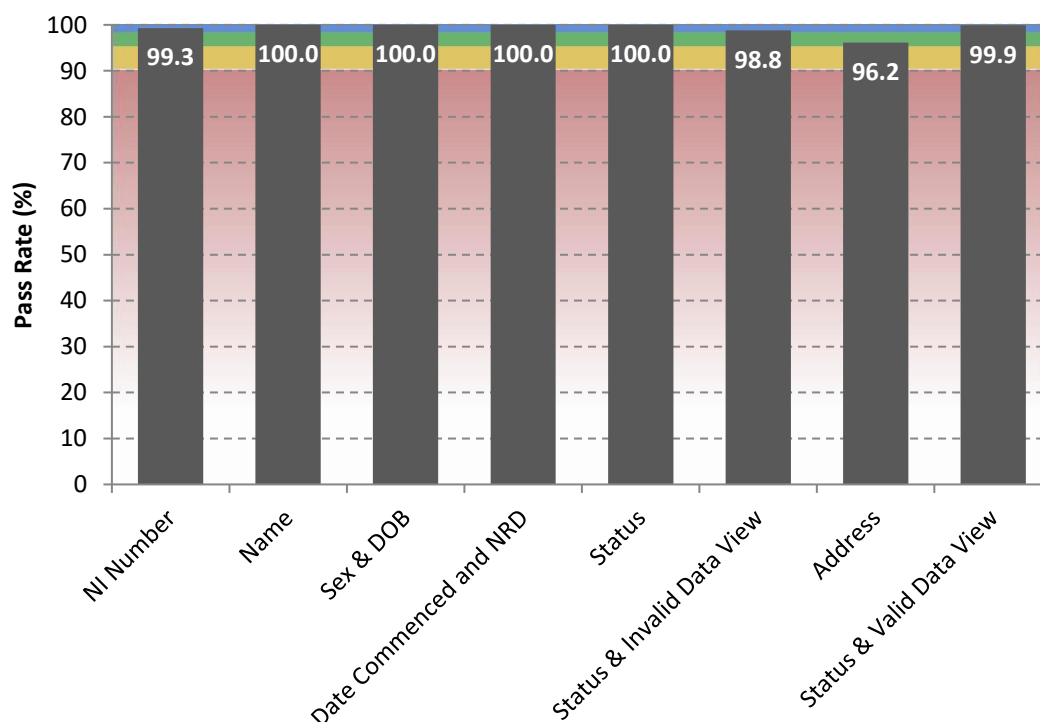
Category	Pass Threshold
Blue	Pass rate >= 98%
Green	95% <= Pass rate < 98%
Amber	90% <= Pass rate < 95%
Red	Pass rate < 90%

Aquila Heywood

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 Swansea's performance for each data category against the agreed scheme benchmarks. The results presented herein are generated from data extracted from Swansea's Live Altair service on 8th June 2018 for all tests. The overall percentage of tests passed for SC's common data is **99.3%**.

7 of the 8 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 Green benchmark at **96.2%**. Except for Member Addresses, the general quality of the common data at Swansea is of a high standard. There is some work required with member addresses to bring this category into the highest benchmark. The percentage of member records without a single common data failure is **94.4%** and this is the figure that TPR will be requesting on the scheme return.

Aquila Heywood

2   Analysis of Common Data Results

Condition	Qualifying Members		Areas for Review		Comments
	Tested	**Passed**			
NI Number <u>Eligible for Testing:</u> All members	68989	68520 99.3%	Fail A: Fail B: Fail C:	6 443 20	There are 6 members without a NI number recorded that require correction as soon as possible. There are 443 members with a temporary NI number to be addressed, of which 150 have left the scheme, 206 members are deceased, 3 are awaiting entry and 3 are optants out. The remaining 81 members have a remaining liability with the scheme and should be addressed as a priority; A further 20 members have an NI number with an incorrect format, 8 of which are leavers and 6 are deceased members. The 1 deferred member, 1 pensioner and 4 frozen refund cases should be addressed as a priority.
Name <u>Eligible for Testing:</u> All members	68989	68989 100%	Fail A: Fail B: Fail C:	0 0 0	All member records have a valid name recorded.
Sex and Date of Birth <u>Eligible for Testing:</u> All members (Leavers and deaths excluded from test D)	68989	68989 100%	Fail A: Fail B: Fail C: Fail D:	0 0 0 0	All member records have a valid sex and date of birth recorded.

Aquila Heywood

Condition	Qualifying Members		Areas for Review		Comments
	Tested	**Passed**			
Date commenced and NRD Eligible for Testing: All members	68989	68962 100%	Fail A: Fail B: Fail C:	27 0	27 members have a blank date joined fund. Of these, 18 members are recorded as leavers and 7 are awaiting entry into the Scheme.
Status Eligible for Testing: All members	68989	68989 100%	Fail A: Fail B: Fail C:	0 0 0	All member records have a valid and consistent status recorded.
Status and invalid data view Eligible for Testing: All members	68989	68152 98.8%	Fail A: Fail B: Fail C: Fail D:	233 422 79 118	233 members have an 'Exit' data view which is not in line with their status history. 422 members have an unexpected 'deferred' data view as they were never deferred on their status history. 79 members have a 'pensions' data view without having been a pensioner. Likewise, 118 members have an unexpected 'dependents' data view. 852 members have data views that are not expected for their status history. 295 of these cases are for deceased members. 12 members have more than one unexpected data view. Fails in this category should be investigated to ensure correct benefits are calculated as a priority

Aquila Heywood

Condition	Qualifying Members		Areas for Review		Comments
	Tested	**Passed**			
Address Eligible for Testing: All members except leavers and deaths (status 3 and 7)	68989	66345 96.2%	Fail A: Fail B: Fail C: Fail D: Fail E:	261 249 1590 249 352	There are several issues with member addresses to be investigated. 261 members have no address recorded. 249 members have an address record but the first line is blank. 1590 members are recorded as "gone away". 249 members have no Postcode recorded and a further 352 are in an incorrect format. Of the 601 of the members either missing or holding an invalid postcode, 59 are also recorded as "gone away". Some of the remaining members may be overseas without having the overseas indicator set.
Status and valid data view Eligible for Testing: Members with deferred benefits or benefits in payment (Status 4, 5, 6, 7, 9 and T)	68989	68952 99.9%	Fail A: Fail B: Fail C: Fail D: Fail E: Fail F:	0 0 0 13 18 6	13 deceased cases from either active or deferred status are missing exit details where the death grant would be held. 3 of these were active members and 10 deferred pensioners. 18 deceased members who were pensioners do not have a date recorded for when the pension ceased. Similarly, 6 deceased dependents are missing a cease date for their pensions.

Aquila Heywood

3   Data Correction Plan

The table below provides Swansea 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
NI Number	- Obtain correct NI numbers for the members with temporary numbers or those in the incorrect format - Investigate as a priority the 6 cases with blank NI numbers	- Low **High**
Name	No issues found	
Sex and Date of Birth	No issues found	
Date commenced and NRD	Investigate the 27 cases with a blank date joined fund as this could affect benefits	**High**
Status	No issues found	
Status and invalid data view	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	**High**
Address	Current addresses should be sought and uploaded for the members that failed this category	Medium
Status and valid data view	- The 13 deaths from active and deferred status may be missing death grant data and should be investigated - The deaths with missing cease dates should be investigated and corrected	- Low - Low

Aquila Heywood

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'.

Aquila Heywood

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.

Aquila Heywood

4.2   Appendix B – Common Data and Fail Criteria

Common Data

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
NI Number Eligible for Testing: All members	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: 68989	Failed: 6	Failed: 443	Failed: 20			
Name Eligible for Testing: All members	Surname (SURNAME) is blank	Forenames (FORENAMES) is blank	Initials (INITS) is blank			
Tested: 68989	Failed: 0	Failed: 0	Failed: 0			

Aquila Heywood

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
Sex and Date of Birth Eligible for Testing: 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: 68989	Failed: 0	Failed: 0	Failed: 0	Failed: 0		
Date commenced and NRD Eligible for Testing: 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: 68989	Failed: 27	Failed: 0	Failed:			
Status Eligible for Testing: 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: 68989	Failed: 0	Failed: 0	Failed: 0			

Condition	Fail A	Fail B	Fail C	Fail D	Fail E	Fail F
Status and invalid data view Eligible for Testing: 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: 68989	Failed: 233	Failed: 422	Failed: 79	Failed: 118		
Address Eligible for Testing: 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	If the address is not overseas, the Postcode is not the correct format (1st letter =Q, V or X, 2nd letter is I, J or Z, 3rd, 4th or 5th character is not a space)	
Tested: 68989	Failed: 261	Failed: 249	Failed: 1590	Failed: 249	Failed: 352	
Status and valid data view Eligible for Testing: 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: 68989	Failed: 0	Failed: 0	Failed: 0	Failed: 13	Failed: 18	Failed: 6

Aquila Heywood