

\$qzfwueo2.xlsx - Open Actions

Action Ref	Date Raised	Source	Action Lead	Status	Pension Work Activity	Action	Comments	RAG
LPB089	02-Aug-23	Board	Zoe Smyth	In Progress		Reporting of Breaches	08/02/2023: MAT and ZS to identify and present breaches at next LPB meeting. 06/04/2023: MAT and ZS to contact the pension regulator to try and set up an exchange account to be able to report breaches. 04/05/2023: Exchange accounts have now been set up 06/07/2023: Action to remain open. No breaches reported in current month. 02/08/2023: No new breaches 07/09/2023: No new breaches 05/10/2023: No new breaches 01/02/2024: No new breaches 07/03/2024: No new breaches 17/04/2024: No new breaches	G
LPB091	21-Jun-23	Board	Mareena Anderson-Thorne	In progress		Revision of the training needs analysis New Board members to undertake TNA with MAT.	06/07/2023: Ongoing, awaiting TNA for MP and Cllr Trail. 02/08/2023: Ongoing. MAT to contact Cllr Trail. 07/09/2023: Ongoing - awaiting confirmation of new Board members. 06/12/2023: Training Needs Analysis to be completed by new Board Members (MS and SC) 01/02/2024: ZS had a call with TPR regarding new code for new legislation that needs to be signed off. New Pension training is nearly complete and all Board members will be contacted to revisit training wh appropriate. 07/03/2024: New code had been launched, however, new TPR training packages not yet live. 17/04/2024: Work ongoing.	G
LPB092	21-Jun-23	Board	Shayne Scott	In progress		Internal Resourcing SS to discuss internal resourcing requirements with MAT (relating to case administration and processing for McCloud/Saergant/Matthews)	06/07/2023: The resourcing requirements for administration of the McCloud/Saergant/Matthews cases had increased, further resourcing was required by MAT and ZS imminently. Internal options for resourcing to be explored. MAT and ZS to provide short description of role requirements to SS. 02/08/2023: Additional support resourcing sought for the data file work. Matthews work still required additional resourcing. Internal resourcing reached further than the McCloud/Saergant/Matthews work, including level of knowledge base, impact of additional responsibilities and changing capacities. Short term resourcing support had been sought within the finance department, this would not be a sustainable longer term solution. 07/09/2023: A number of colleagues from the Finance department had assisted in checking the data file. The work required needed to be done manually and would be a lengthy process. A significant factor for the lengthy process is the complexity of the data and the discrepancies arising in the calculations. The data discrepancies had arisen through changes made to allowances, changes in ruling and changes to the pensions administrator. Each case takes a number of hours to administer. When all avenues for managing had been exhausted MAT and ZS would discuss acceptable discrepancy figures with SS. 06/12/2023: The Service was looking to obtain additional administrative support on fixed term contract basis to assist with significant workload (immediate detriment etc.). The recruitment for a replacement Pensions Officer was ongoing. In light of these issues, it was agreed to increase RAG rating to amber. WYPF considered it was adequately resourced until 2025 but had a constant process for recruitment and training; 01/02/2024: One additional staff member assisting with the workload. 07/03/2024: Service would be looking to obtain additional fixed term staff, three additional staff members approved (07/03). 17/04/24: Two new starters were anticipated to join the HR team at the end of April 2024. Considerable concerns remained with team resilience and capacity due to limited resourcing. 24/06/24: Two new starters joined the Service in May commencing work on Matthews cancellations, this provided an increased level of assurance that resource heavy work was underway. Notwithstanding the recruitment, resourcing remained an area of concern in light of other increased areas of Pension work expected.	A

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LPB093	06-Jul-23	Board		Closed		WYPF Contract The WYPF contract had ended in 2022, the Service needed to consider extension or alternate options.	06/07/2023: Item for monitoring progress. 02/08/2023: Contract extension letter issued by Procurement to WYPF. WYPF agreed to extend until 31 March 2025. Action completed. 06/12/2023: A contract review meeting would need to be rescheduled with WYPF. 01/02/2024: Contract has been extended to 31 March 2025. Further discussions would be required to determine future. RAG rating changed to Amber.	A