

Freedom of Information Request

Request:

1. What is the system for checking the accuracy of pension forecasts?
2. Could you supply me with audits or other examples of good governance?
3. Provide me with the details of the Head/CEO of the NHS Pensions Agency
4. The number of inaccurate forecasts NHSPA has provided over the last 15 years and any details of other quality control measures

Status: Complete**Response Date:** 6 April 2011

1. NHS Pensions uses the PenServer processing system and a random selection is made of 1 in 20 cases for management checking.
2. I can confirm that the Authority holds information falling within the description specified in your request. However, I estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations and for non-central Government departments it is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether the Authority holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Authority is not obliged to comply with your request and I will not be processing your request further.
3. The Head of NHS Pensions is :-

Mr Peter Robinson

Managing Director

NHS Pensions

200 –220 Broadway

Fleetwood

Lancashire

FY7 8LG

4. Following a search of our paper and electronic records, I have established that the information you requested is not held by the Authority.

However, we do have details of the accuracy rate of cases with potential financial implications that are randomly selected from PenServer, the Pension Administration Computer system. These checks are pre-release, therefore, any checked cases are accurate before being issued. A statistician confirmed in a report in March 2010, that

“the error rate found is only a slight exaggeration of the error rate for (all) completed cases”; therefore, the error rate from the randomly selected cases is appropriate to the rate for all completed cases.”

We have figures from April 2007, when a centralised Quality Framework was introduced. The accuracy rate for Estimates between April 2007 and Mar 2011 was 97% (of almost 6,000 management checks).