NHS Pensions/ESR Stakeholder Event

Welcome

Today's presenters

Joanne Fletcher
Data Manager

Jackie Thompson
Stakeholder Engagement
Manager

Damian Staples
Communications

John Stevenson
ESR Senior Development Advisor
Development Team

Discussions for today

- The event focuses on a different topic and will give you:

- ESR interface and the reports available
- How ESR interacts with Pensions
- Compendia
- GDPR

Today's agenda

9.30 am   **Refreshments**

10.00 am   Introduction

10.30 am   ESR

12.00 pm   **Lunch**

12.45 pm   Pensions

1.45 pm   GDPR and Communications

2.30 pm   Q&A session

3.00 pm   **Close**
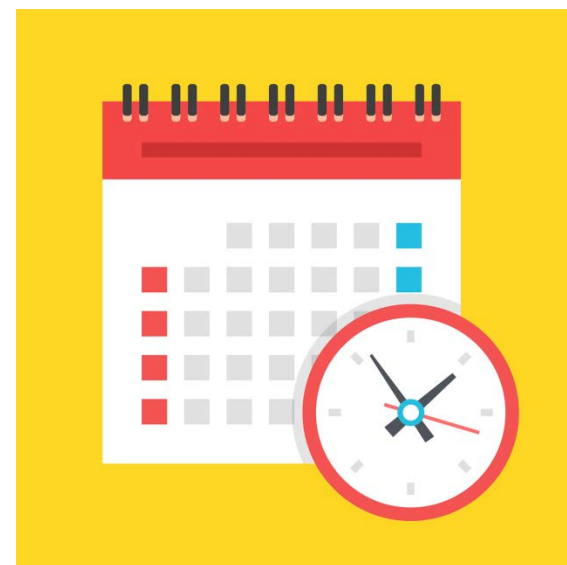
Housekeeping

- Fire alarm
- Toilets
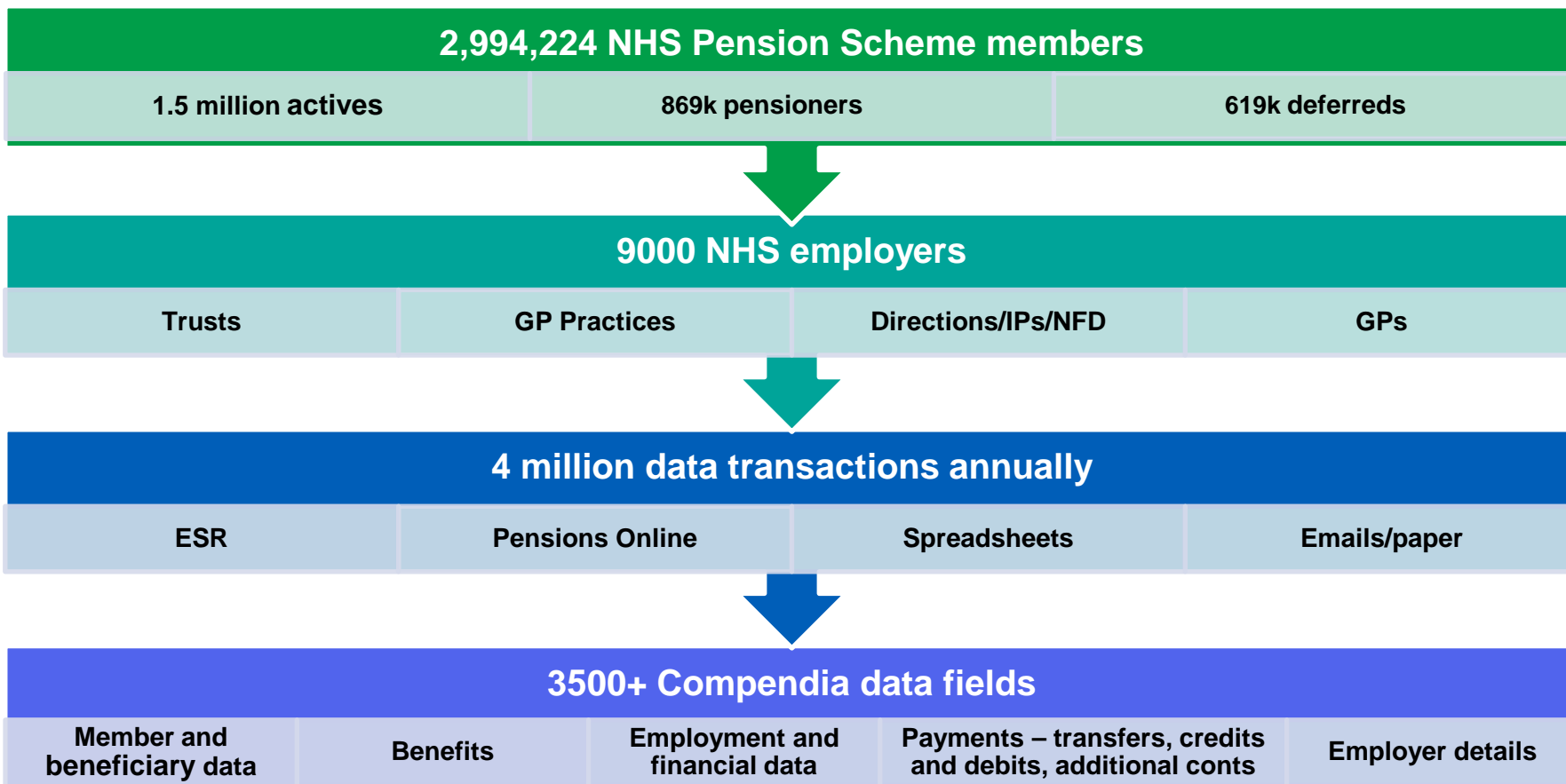- Breaks
- Mobiles
- Lunch
- Feedback

Sli.do

- We'll be using **Sli.do** throughout today's event
- Use event code **R784** to start
- **Ask us questions** throughout the day and we'll come back to them at the end
- You can see questions from other delegates and **'like'** theirs
- Slides are available to download and will remain online for a week
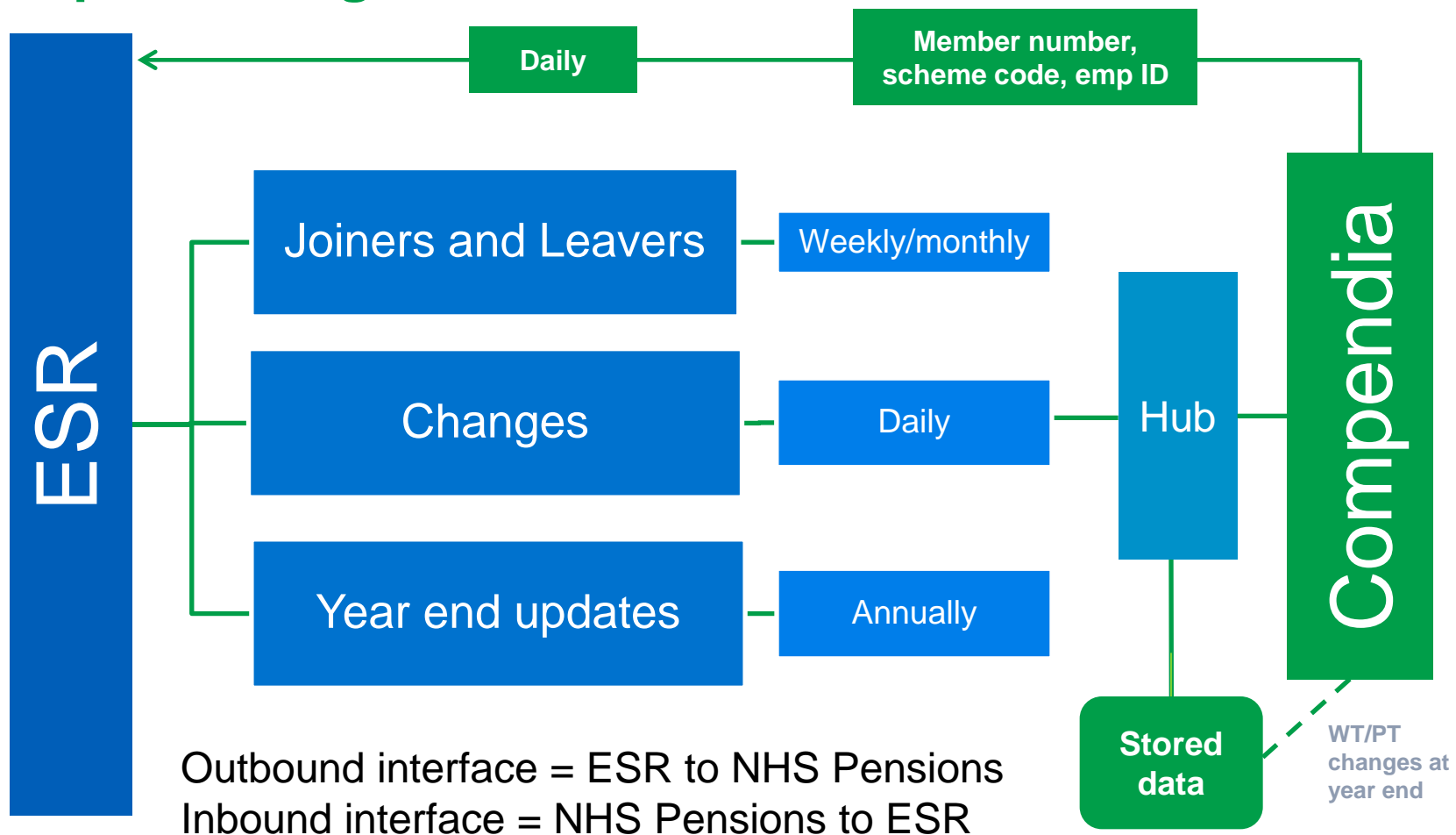
NHS Pension Scheme

Active
1,505,494

Deferred
619,655

Pensioners
869,075

Employers
8,848

Contributions In
£10.4bn

NHS Pensions data

2,994,224 NHS Pension Scheme members		
1.5 million actives	869k pensioners	619k deferreds

9000 NHS employers			
Trusts	GP Practices	Directions/IPs/NFD	GPs

4 million data transactions annually			
ESR	Pensions Online	Spreadsheets	Emails/paper

3500+ Compendia data fields				
Member and beneficiary data	Benefits	Employment and financial data	Payments – transfers, credits and debits, additional conts	Employer details

Inaccurate data - consequences

The central diagram shows "Inaccurate or incomplete data" surrounded by consequences:

- Stops processing of pension events
- Potential for inaccurate calculations – financial implications for NHS Pensions and members
- Non compliance with The Public Service Pensions Record Keeping Regulations
- Non compliance with TPR Code of Practice
- Potential funding valuation impact

ESR processing

Data processing – Matching ESR data to employments

Matching logic for:

- SS10/SS14 – joiner forms

Checks for match to a record on:

- National Insurance number
- If no National Insurance number:
  - Surname
  - Maiden name
  - Date of birth
  - Membership number

Data processing – Matching ESR data to employments

Identifiers used to match the input form to the employment.
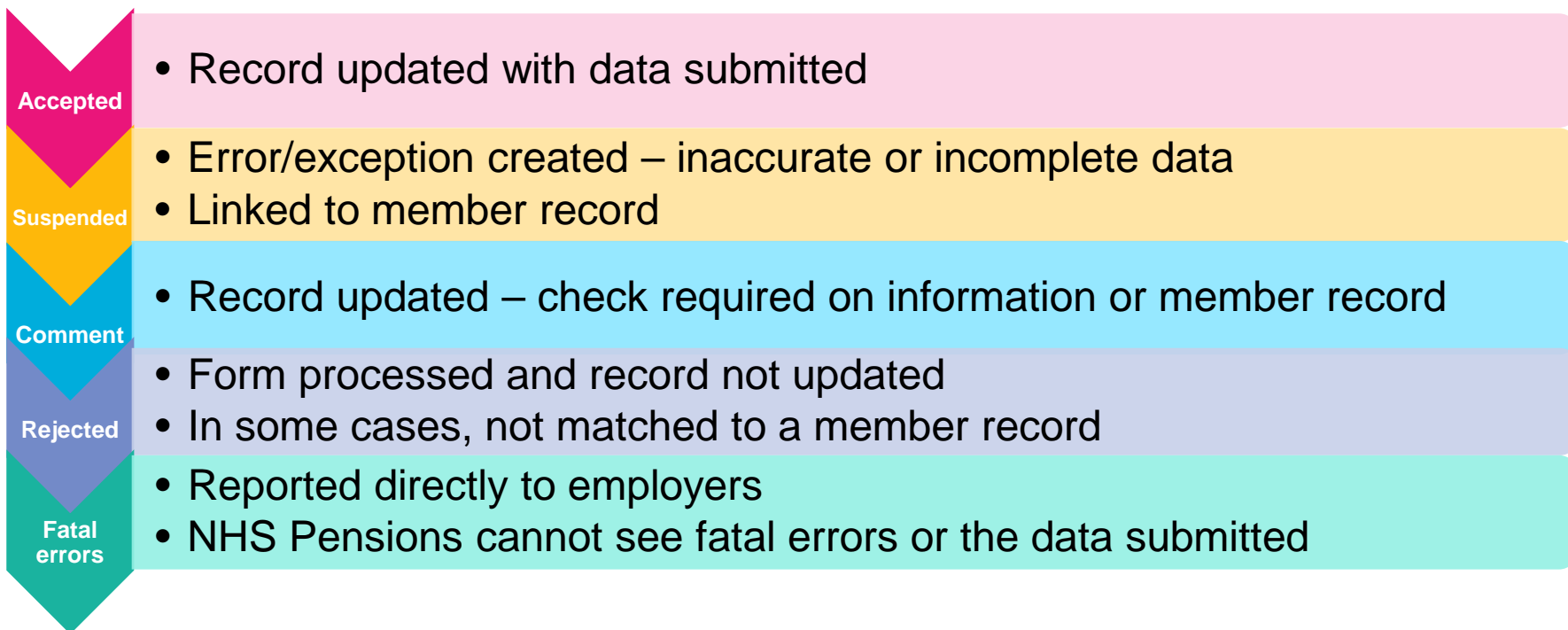
Matching logic for:

- SD55 – Termination and cyclic
- SD55E – Amend employment
- Employment deletion and rewind (POL)

Based on combinations of:

- EA code
- Start date
- EA reference
- Valid form update year
- Valid form end date
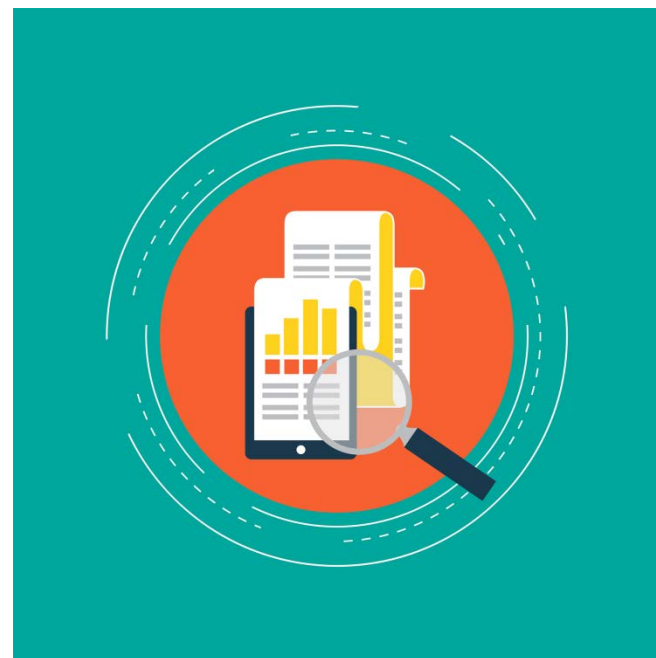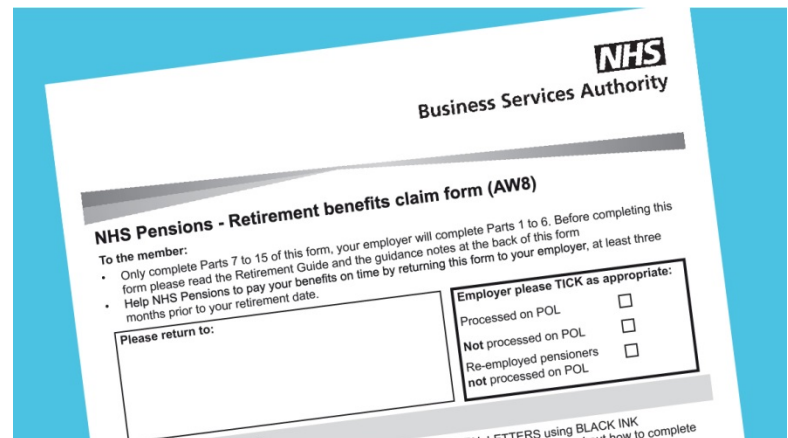
Submitted data – what happens next?

Accepted
- Record updated with data submitted

Suspended
- Error/exception created – inaccurate or incomplete data
- Linked to member record

Comment
- Record updated – check required on information or member record

Rejected
- Form processed and record not updated
- In some cases, not matched to a member record

Fatal errors
- Reported directly to employers
- NHS Pensions cannot see fatal errors or the data submitted

Data - Accepted

Member record has been updated with the information provided

- Processed through 'batch' – more than 900 data checks

- Data may not be accurate – further validation checks made at any pension event (pre processing validations)

- Once processed, data has to be amended through change forms
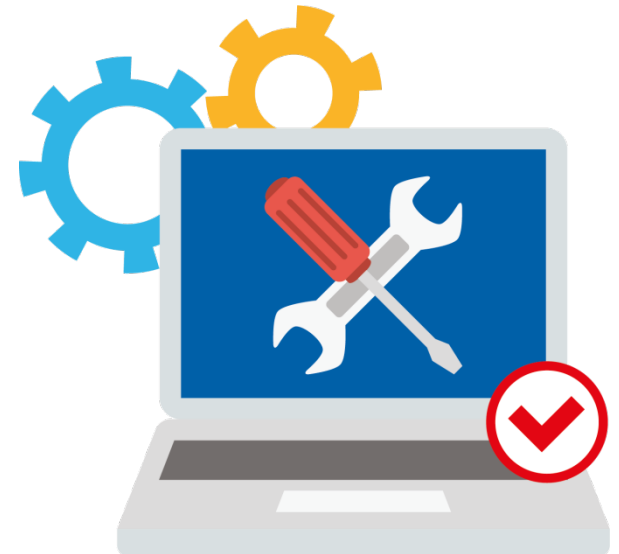
Data – Suspended (errors/exceptions)

- Processing has stopped due to an issue

- Member record has not been updated with the information

- Allocated to NHS Pensions or employers – viewable in POL, Error Handling

- Error code starts with a 0

- May not report all errors at same stage

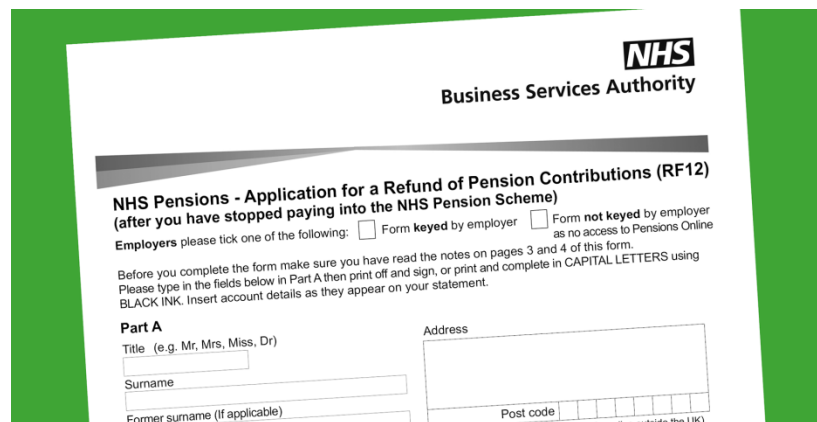- Will stop submission of AW8, RF12 or processing of pension events

Comments

- Record has been updated with information provided

- A further check is required on the data received or the member record

- Will not usually stop pension event processing (some exceptions to this)

- NHS Pensions allocated and not all shown in POL Error Handling

Rejections

- Similar to errors - processing has stopped due to an issue

- Member record has not been updated with the information

- Allocated to NHS Pensions or employers – viewable in POL, Error Handling

- Error code starts with an 8

- May not be attached to member record

- May stop submission of AW8, RF12 or processing of pension events

Compendia overview

- Member record
- Data errors
- Data maintenance
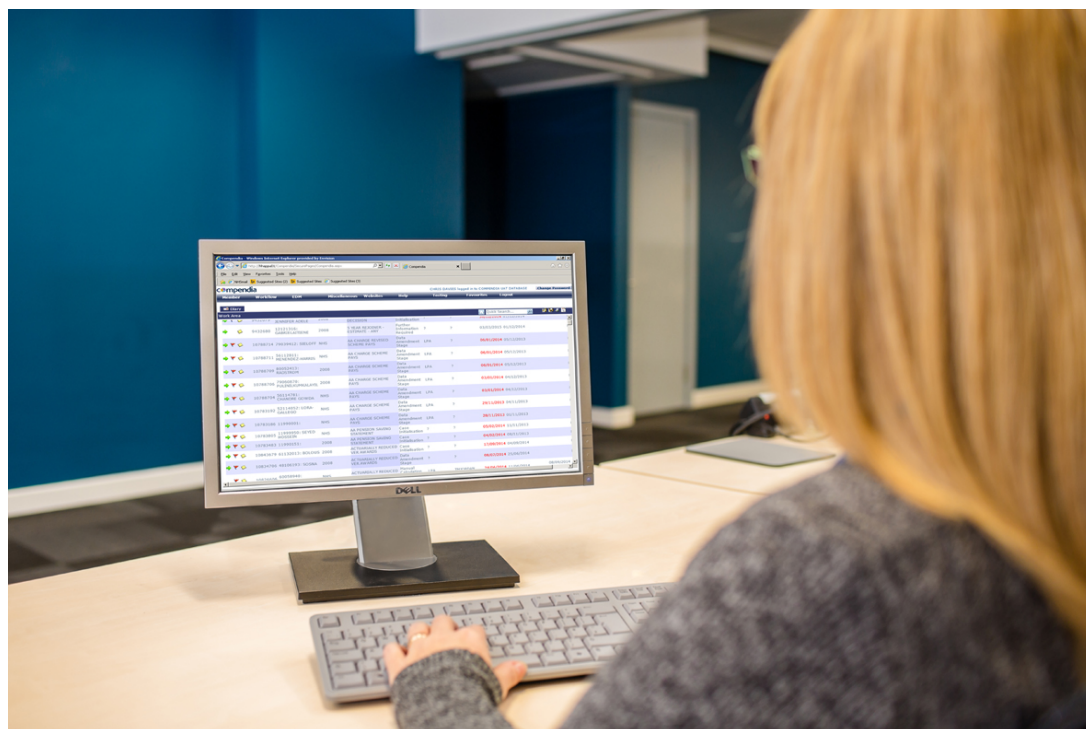
Data errors – top 5

0056 – overlapping employments

0421 – SD55 received. Member record not updated for previous year

0186 – No emp found match EmpID – EA Code and
DOC-DOT

0187 – More than one emp matching EA code

0006 – MR already present for new NI number shown
on input form
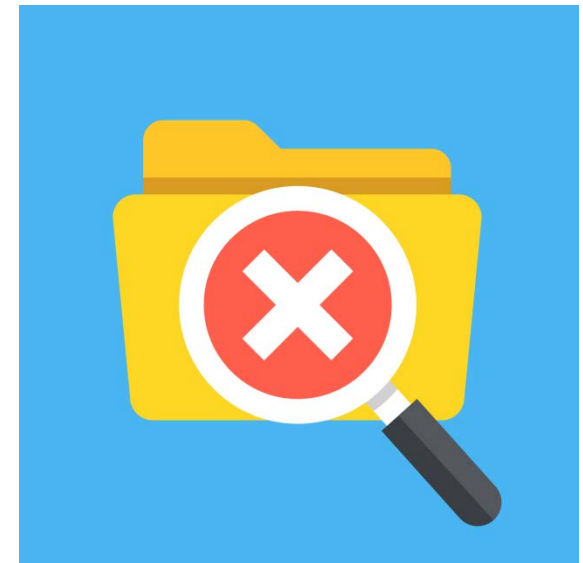
Comments – top 5

4222/4223 – (Yearly/aggregated) hrs-sessions exceed W-T

4123 – Reason for termination 02 – consider if appropriate

4037 – Manual award completed – check SD55E

4036 – Notify PGO of re-employment

Rejections – top 8

8030 – No MR found to match NI input

8085/8086 – MR already updated for service shown (details differ)

8305 – Re-employed pensioner

8309/8310/8311/8312 – Corrupt member record

Data – by interface

Interface	Successful	Data errors, comments and rejections	Total	Error, comments and rejections %
ESR	3227158	570090	3797248	15.01
Pensions Online (EPOL)	710734	106460	710734	14.98
Pensions Online (IPOL)	40987	5826	47807	12.45
Other	31905	15902	47807	33.26
Total	3904324	698278	4602602	15.17

Validations and Assurance Report

Pre-processing validations

- Checks made at the processing of a pension event to check:
    - Membership details
    - Pay and hours
    - Eligibility
    - Manual calculations

Assurance report

- In development – initial roll out to ESR employers
- Overview of your members and data
- Highlight potential issues – reduce Data Management emails

Data strategy

Data Strategy

| Current activities	Short term	Medium term
• Improvement to 0187 logic – reduction in errors • Improvements to the ADP4 and non updated records – SID Board • Developing an employer assurance report • Investigating record corruption issue • Continued development of Data Management Teams in Fleetwood and Bolton • TPR reports – identify issues with data held and put plans in place to clear and improve	• Implementation of reporting to monitor and assure data • Transparency – employer engagement • Improved turnaround time for errors • Review of all data errors - relevant and fit for purpose? • ESR Team join the NHSBSA – increased opportunities • Review processes – overlapping employments, outstanding contributions, max service	• Develop and implement changes identified • Digitisation - New employer/member portal

Compliance, robust data processing and management, improved customer experience

Other activities and change

- Insourced services from our incumbent suppliers
- Reconciliation exercise – in excess of 3.5 million GMP records to reconcile 87% completed, 400k to go
- Post opening and scanning at our office in Bolton (100k+ items already scanned)
- New data team of 38 staff at our Bolton office
- New initial actions process/acknowledgement and not in good order (NIGO) process in place

All of the above has created cost saving efficiencies and improved the start of our customer experience

![NHS Business Services Authority]
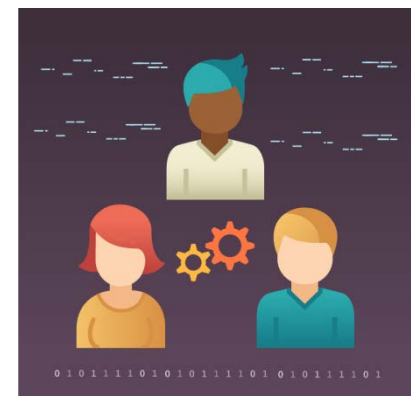
Digital projects development

Started work on our digital presence and capability to increase productivity

- Financial Information Collection (FIC)

- TRS Gateway replacement

- Transfers, Estimates, Awards (TEA) discovery

- Internal pension calculator expansion and upgrade
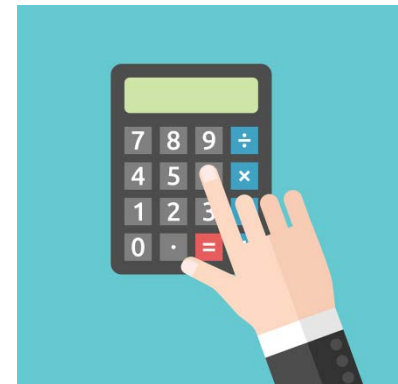
Our performance

As part of a recent bench marking exercise, we were measured on our performance, quality and value for money. The results indicated that we are:

- A comparable scheme providing good value for money and an efficient effective service for our customers.

To demonstrate the cost per member in comparison to other large pension providers

- NHS Pensions = £8.69 per member
- Local Government = £23.60 per member

Through engagement we will look at how we can support our employers in supporting members

Thank you

Joanne Fletcher   Jackie Thompson

General Data Protection Regulations (GDPR)

Damian Staples

General Data Protection Regulation (GDPR)

- New legislation comes into force in May 2018.

- Our forms are being updated with new declarations, consent and privacy notices.

- Do not stock pile forms.

- Any old versions of forms received will be returned unprocessed.

- We will keep you updated through the Employer Newsletter.

- Our new Privacy Statement will be available on our website by mid April.

GDPR and the Member Newsletter

- Members will have to actively opt in to receive newsletters.

- We will contact everyone on our distribution list asking them to opt in.

- The opt in will be through on online form.

- We cannot accept subscription requests sent by email.

- Updates on our progress will be provided in the Employer Newsletter.

GDPR and the Employer Newsletter

- Those held on our system as the Main Pensions Contact automatically receive the newsletter.

- Anyone who receives it in addition will need to subscribe through an online form.

- Those on our additional distribution list will be contacted to re-subscribe.

- Please keep main contact details up to date
  - these can be checked through Pensions Online.

Website update

Damian Staples

Employer website, you said...

we did

The forms are hard to find

We've created a dedicated employer forms page to make them easier for you to find

Urls aren't working

We had all urls from the old website redirected within the first month of going live

Search function isn't working properly

Two technical fixes have been implemented and extra page tags to boost the search functionality

The AW8 form is hard to search and find

The AW8 is in the dedicated forms page and had extra page tags applied so it appears in the first page of the search results

Information isn't up to date

New technical guides are being prepared and published to cover all aspects of scheme administration. If you think there is something missing – let us know!
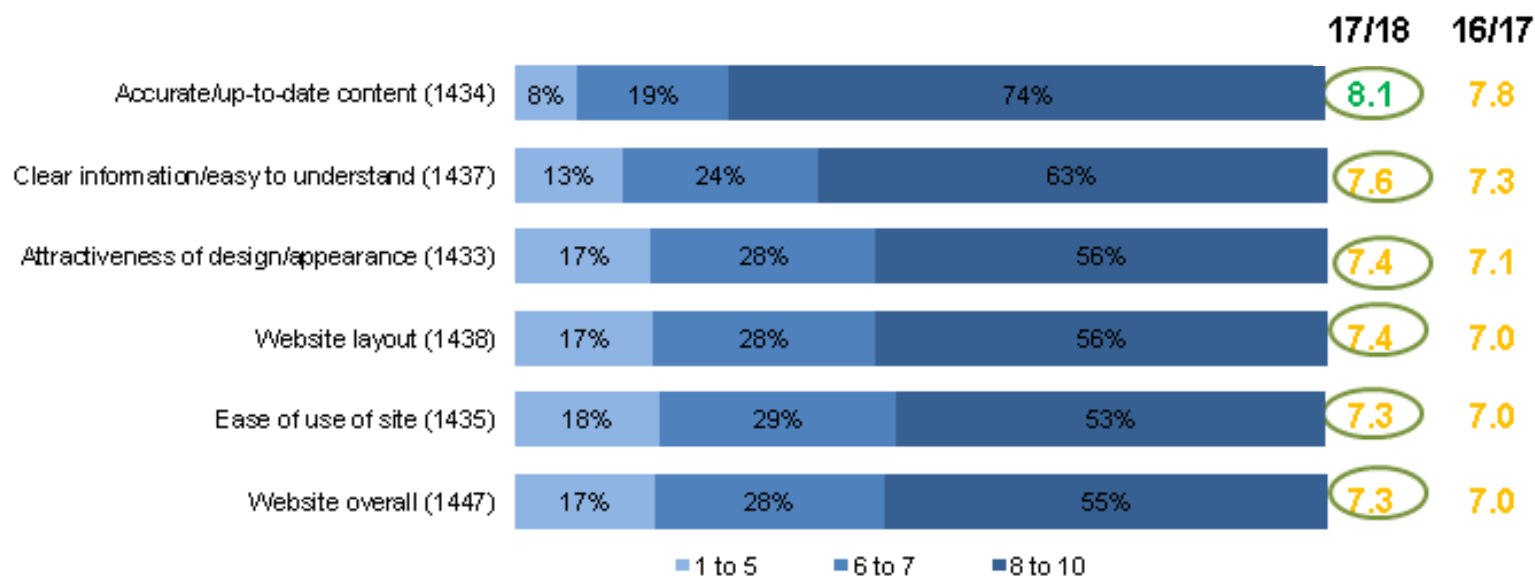
All web content has been reviewed by our content designers to make it easier to scan for the information you are looking for.

Information is hard to find

Customer satisfaction survey results 2017/18

- Accurate up to date content (**8.1** out of 10) and information was clear and easy to understand (**7.6**) have the highest overall satisfaction ratings.

- Ease of use of site and the website overall (both **7.3** out of 10) are the lowest rated measures.

- There have been statistically significant improvements to average satisfaction levels for all areas of website satisfaction and website overall.

	1 to 5	6 to 7	8 to 10	17/18	16/17
Accurate/up-to-date content (1434)	8%	19%	74%	8.1	7.8
Clear information/easy to understand (1437)	13%	24%	63%	7.6	7.3
Attractiveness of design/appearance (1433)	17%	28%	56%	7.4	7.1
Website layout (1438)	17%	28%	56%	7.4	7.0
Ease of use of site (1435)	18%	29%	53%	7.3	7.0
Website overall (1447)	17%	28%	55%	7.3	7.0

1 to 5   6 to 7   8 to 10

Website development – what would you like to see?

Using Slido poll and thinking about the **Employers Hub only**:

- What information is **essential**?

- What format is the information needed in?

- Are there any additional materials we can provide on the website to help you?

![NHS Business Services Authority]

Thank you

Damian Staples

Questions and answers

Thank you for attending

Please complete our feedback survey on Slido