

SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

17 January 2019

Report of the Head of Pensions Administration

REVIEW OF BREACHES, COMPLAINTS and COMPLIMENTS

1) Purpose of the Report

To update members on the latest available record of reported breaches and provide details of the complaints reporting for Quarter 2.

2) Recommendations

Members are recommended to:-

- note the latest available breaches summary and comment on any further reporting requirements or actions
 - note the revised reporting summary of complaints received and comment on any further requirements
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3. Background Information – Breach Reporting

3.1 At the last meeting of the Local Pension Board on 4 October 2018, members approved the breach summary report but requested additional information be included on the following:-

- Whether a breach had been specifically reported to the Data Protection Officer (DPO)
- Whether any wider process changes/improvement actions were identified as a result of the breach

3.2 **Appendix A** provides a record of all breaches that have occurred since the last Board meeting and now includes the additional information requested above.

3.3 It should be noted that the DPO will routinely receive an annual report of all data breaches and the breaches log indicates if any breach was considered sufficiently material that a specific report be issued to the DPO. There were no such material breaches in the reporting period to the end of December 2018.

4. Complaints Reporting – Quarter 2

- 4.1 A description of complaints received in the previous quarter has been routinely provided to the Board. The Board were particularly interested in understanding whether any complaints received were indicative of a wider process issue which needed review/improvement.
- 4.2 Taking these comments into account, the complaint summary has been provided in a revised format and this is set out in **Appendix B**. In addition to other data, this revised summary indicates whether any wider procedural or improvement action was identified as a result of a complaint having been received.
- 4.3 It should be noted that, for Quarter 2, two of the four complaints were the responsibility of the administration team and resulted in procedural change. The remaining two complaints were outside of SYPA control.

5. Implications and risks

- Financial – None.
- Legal – None.
- Diversity – None.
- Risk – None.

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Background papers used in the preparation of this report are available for inspection at the offices of the Authority in Barnsley.