

Action Plan Summary for 2021\_22

Theme	Issue Identified from Previous Year Exercise	Action Required for 2021/22 exercise	Timescales for Completion	Team(s) Responsible	Current Status (RAG)	Comments
Resourcing	Legacy arrangement was that the exercise was completed by the Support and Engagement Team. For 2020/21, due to vacancies and other pressures there were insufficient experienced resources available in the S & E Team to complete the exercise on time.	Processing of routine individual cases to be migrated from smaller Support and Engagement Team (approx. 6 FTE) to Benefits Team (approx. 35 FTE)	Final Quarter of 2021/22	Benefits Team	Completed	
Resourcing	Lack of knowledge within Benefits Team to assist with exercise	Training to be delivered.	Final Quarter of 2021/22	Support and Engagement Team	Completed	Training videos also compiled to assist with reference/refresher training.
Resourcing/Process	Identification of affected members and requests for additional individual data requirements to employers beyond the monthly MDC files (i.e. pay information for period ending 5 April rather than 31 March) were delayed	Identify members likely to be impacted based on 2020/21 exercise and current salary information	End of April 2022 to identify impacted members.	Systems Team	In progress	
			End of May 2022 to issue data requests to employers.	Support and Engagement Team	In progress	
		Identify any "sweep-up" cases following completion of 2022 ABS exercise	Jul-22	Systems Team	Not Yet Due	
Process	Delayed responses from some employers to additional data requests	Monthly Reporting to HoPA to identify outstanding responses to follow up with employers/payroll providers	End of May 2022 onwards	Support and Engagement Team	Not Yet Due	
Process	Lack of effective monitoring of completed cases	Monthly Reporting to HoPA to identify progress and any issues arising	End of May 2022 onwards	Benefits Team	Not Yet Due	
Systems	Expected UPM development not in place and tested to allow system to calculate and write back values as at 5 April instead of just 31 March. Individual calculations performed in Excel outside of UPM.	Systems upgrade has now been delivered but requires full testing and training.	End of May 2022	Systems Team/Support and Engagement Team	In progress	
Systems		Upload of legacy data to UPM to allow future exercises to be fully automated.	Ongoing once upgrade has been tested.	Systems Team/Support and Engagement Team/Benefits Team	Not Yet Due	
Communications		Review of Existing Annual Allowance documentation to ensure member responsibilities are clear	Ahead of 2021-22 exercise	Head of Pensions Administration	Completed	