Monitoring and reviewing data - data cleansing activities

This outlines our internal data cleansing processes relating to monitoring and reviewing scheme data to ensure it is as accurate, up to date and as complete as possible. We keep records of these activities undertaken including their findings. We monitor the quality and timeliness of our data in the following ways.

Activity / Category of data	Action	Timescale
Year end data cleansing (part of Annual Benefit Statement preparation)	Reports are produced to undertake a comparison of contributions received by employers against the CARE pay at year-end for active members, helping to identify errors, including those relating to Assumed Pensionable Pay (APP). In addition, "Error" and "Warning" reports are run and responded to accordingly.	Annually – April to June. *However, we are working towards producing these reports on a monthly basis*
Monthly data submissions review	Checks are made on the data received and any issues or discrepancies are queried with the employer/payroll provider.	Monthly

Reviewing timeliness of joiners, leavers and retirements as part of employer escalation process	Using our records any trends on late reporting are identified based on a RAG rating and relevant employers are contacted to agree an improvement plan.	Monthly
TPR data scoring	We use the pensions administration software data quality reporting and the internal DART tool to assess TPR's two data quality measures -	6 monthly

	common and scheme specific data. We obtain the scores for each measure twice a year, so we can target work to improve the scores. We report these scores to TPR on an annual basis.	
Contribution reconciliation	We check employee and employer contributions made by employers against the data we hold on the pensions administration system and investigate any discrepancies.	Monthly
Employer engagement and training	We have a wealth of materials and tools to support our employers in their responsibilities including the accurate and timely submission of data	Ongoing
Personal Member data validation	We carry out checks on the data provided by members. For example, we check a member's date of birth and date of marriage (if applicable) held on the pensions administration system against their birth/marriage certificate before paying benefits.	Ongoing
Pensions increase programme	We run the pension increase process in a Test environment and error reports are run and issues addressed, before the routine is run in the Live system.	Annually
Benefit calculation checks	All benefit calculations are carried out and authorised by appropriately qualified staff. The system prevents officers from checking a case they have processed.	Daily

Housekeeping reports	Diary reports are set up to ensure that certain date-dependent processes are carried out. Examples include checking continued eligibility for/ceasing children's pensions, age 75+ members, writing to deferred members approaching NRD and State Pension Age (SPA).	Monthly
Member self-checking	We encourage members to review the data provided on communications sent to them and that held on the member self-service portal and inform us of any discrepancies.	Ongoing
KPI monitoring	We are only able to meet our 'overall' KPI measures where we are issued with timely and accurate data by employers. Similarly, we are only able to achieve our internal and legal measures where we already hold accurate data. Higher performance against our KPI measures is one indicator of good quality data.	Monthly
DART reports /data cleansing	We use DART, an inhouse reporting tool to monitor the presence, accuracy and format of data items. DART is also used to support us with our data cleansing in relation to large scale projects such as pensions dashboards. This includes checking for completeness, consistency and format of data: • Complete - there is data in all expected fields • Consistent – e.g. date joined is before date left	Weekly/monthly

	• Format – e.g. dates, NI number prefix as expected •	
Actuarial data tool	Utilising tools provided by funds actuary to improve member record data quality.	Annually
Quality Assurance checks on data	Routinely review all processes to identify inconsistencies caused by system updates and human factors. This also includes root cause analysis coming from complaints. Ensuring compliance with NFI.	Ongoing