Appendix 4

Data Improvement Plan 2023/24 – Cambridgeshire Pension Fund

	Area of Improvement	Risk	Action	Number of affected records	Resolution timescale	Resource required
1	**Common data** (Basic details about the scheme member such as date of birth, national insurance number, address)	If basic personal details such as date of birth are incorrect benefit entitlement may be calculated incorrectly which may adversely impact the scheme member, scheme employer or Fund. If a correct home address is not held scheme members may also not receive important communications about their benefits.	Most of the scheme's common data fails are missing or incorrect addresses so the focus will be on this area. Ensuring that all returned items of post are followed up by using the Fund's Address Tracing Service to obtain the correct address for the scheme member. Ensuring all personalised (non-bulk) communications where no address is held on the record for the individual are traced through the Fund's Address Tracing service. *(In the past it has not proved to be cost or time effective to conduct large scale bulk address tracing exercises).*	Approx. 3,500	Ongoing	All Officers within the Pensions Service (BAU activity)
2	**Guaranteed Minimum Pension (GMP) rectification** (Address the inaccuracies of contracting-out data held by HMRC compared with what is held by the Fund)	Inaccurate GMP data can lead to a miscalculation of individual pension liabilities and future annual increases which may adversely impact the scheme member, scheme employer or Fund.	Pensions in payment that have been identified as having differing amounts of GMP when compared with HMRC now require recalculation. Both over and underpayments will be identified. Pensions will need to be paid at the revised correct rate with any overpayments solely relating to GMP being written off and any underpayments being paid to the member with interest.	667	31 March 2024	Officers from the Projects Team

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	Area of Improvement	Risk	Action	Number of affected records	Resolution timescale	Resource required
3	**Unprocessed leaver records (backlog)** The Fund has a number of records where a member has left a period of pensionable employment, is not entitled to immediate payment of pension benefits, but is entitled to either a refund of contributions, aggregation with another period of pensionable membership and/or a deferred pension award.	These cases need to be resolved to ensure that members receive timely information on the benefits that they are entitled to. A significant number of these records are in progress for a variety of reasons, including outstanding information required from the employer. Any case which is older than 6 months since the point of notification is classed as a backlog and reported through this business plan activity.	To reduce the backlog by 2,500 cases per year via both manual and bulk processing.	8,500	September 2025	Officers from the Projects Team