

Appendix

Pension Fund ‘Business as Usual’ Data Cleansing Actions (February 2026)

Data Quality Insights Reports

Maintain The Pension Regulator’s ‘Common’ and ‘Scheme Specific’ data scores through Insights reporting tool.

The data scores on **30 December 2025** were:

Common Data: **97.9%**

Scheme Specific: **97.36%**

Data Correction Alerts

A series of data checks have been set up so that when an issue occurs an email is generated that advises an officer of the case that needs to be corrected.

The current checks are:

- Irregular characters in Surname, Job Title, Address
- Invalid characters within email addresses
- Pensioner records with a “Pay-ID” field but no address (meaning this could prevent payment of a pension)
- Payroll cost code does not start with L or P
- Current scheme member records without an address
- Validation of Reference held on AVC screen
- Missing “No PI Ind” field on record for any Pensioner aged under 55 (legacy regs)
- “Retirement Basic Details” displayed on pensioner record but member not on payroll
- Active members over 75 still paying into LGPS

Address Checks

We check with the Fund’s address tracing provider for the last known address in respect of the following categories:

- Deferred members where their pension is due to be paid unreduced
- Deferred members who have reached the age of 55
- Pensions that have been suspended (for a variety of reasons)
- Members who left 5 years ago with an entitlement to a refund
- Deferred members

Where a letter has been issued and returned, marked 'not known at this address', or in the case of a deferred member where their pension is due to be paid unreduced, a letter and a reminder have not been responded to, a check on the current address is performed.

Checks are carried out in bulk every other month.

Pensioner to payroll monthly reconciliation

A report is produced each month for officers to check cases where pension values held on Administration and Payroll records differ (beyond a tolerance of £12 per annum)

Mortality Screening Processes

Monthly Report provided by Mortality Screening Provider. This is matched against our records on a monthly basis to identify members who have recently died.

National Fraud Initiative exercise: A standard 'NFI' report is provided to the Fund every two years. In addition, NFI also provide an additional report every six months (as requested by the Fund). These are used for further checks on any deceased members that officers may not have been notified of.

National Insurance Database

The National Insurance database is utilised to identify members who have previous LGPS membership in other funds. This allows officers to:

- Prevent refunds being paid if member isn't entitled
- Inward transfers from other LGPS funds to be investigated where members haven't declared previous membership
- Check the database for previous membership as this can impact on the calculation of a Death Grant in some circumstances

i-Connect

Monthly submissions of data from all employers through the Heywood i-Connect portal.

Daily/Weekly/Monthly Checks:

Balancing: Comparing amounts paid over to i-Connect figures.

i-Connect Starters warnings: Records displaying start dates outside of the relevant period are highlighted and if necessary queried with employers.

i-Leaver tasks: An i-leaver task is created when a leaving date or where applicable an opt out date has been applied to the record.

Officers are automatically notified of all error events and these are investigated and followed up.

Deceased records checks: A report is regularly run to identify changes made to deceased records following an i-Connect submission.

When submission are overdue these are chased up with the relevant employer.

In addition, the following checks are built into i-Connect as standard:

Validation errors: Submissions with validation error cannot be processed without being authorised and so now errors need to be clarified before being processed. This should pick-up new starters missing a start date or members over age 75 for example.

Tolerance failures: Submissions with data displayed outside of system 'tolerances' cannot be processed without being authorised and so now errors need to be clarified before being processed. This can identify issues with employer rates and overinflated figures.

Balancing: Payments made must balance with i-Connect period figures or if not a reason must be provided (see screenshot below)

Employer rate discrepancies: Employer rate is stored in i-Connect, rate is applied to the pay figure and if there is a discrepancy it is flagged in red (see screenshot below)

Omitted members list: This can be processed without authorisation but when there are validation errors or a balancing discrepancy we can query the case.

| Recent Activities | | | | | | | | |
|--|-----------------|--|---------------------|-----------------------------------|---------------|--------|------------|----------|
| File Name | Period End Date | Expected Submission Date | Submission Date | Submission Type | Status | | | |
| Leicester I-Connect August 24 to upload.csv | 31-08-2024 | 31-08-2024 | 15-11-2024 15:03:16 | Payroll Upload | Pending | | | |
| Submission Statistics | | | | | | | | |
| Total Number of Payroll Members Tracked by i-Connect | | | | 635 | | | | |
| ① Omitted Payroll Members (present on a previous submission, and no leaver event processed) | | | | 5 | | | | |
| Total Number of Potential Single Continuous Employments | | | | 18 | | | | |
| Payroll Members Submitted | 631 | Payroll Members in Error | 1 | Accepted for Processing | 630 | | | |
| Pay Summary | | | | | | | | |
| Contributions This Period | | Contributions Year To Date (YTD) | | | | | | |
| Pensionable Pay (Period) | £821,943.67 | Employee Main Contributions | £46,957.55 | Employee Main Contributions | £229,131.75 | | | |
| Main CARE Pay (YTD) | £3,978,385.06 | Employee 50/50 Contributions | £239.52 | Employee 50/50 Contributions | £1,147.86 | | | |
| 50/50 CARE Pay (YTD) | £37,737.38 | Employer Contributions | £225,808.43 | Employer Contributions | £1,103,352.14 | | | |
| | | Add Conts/ARCs | £0.00 | Add Conts/ARCs | £0.00 | | | |
| | | Shared Cost APCs | £0.00 | Shared Cost APCs | £0.00 | | | |
| | | Employee APCs | £0.00 | Employee APCs | £0.00 | | | |
| | | Secondary Contributions | £0.00 | Secondary Contributions | £0.00 | | | |
| | | AVCs | £950.00 | | | | | |
| View schedule of rates | | Expected Employer Contributions (Period) | £224,536.82 | Expected Employer Payments (YTD) | £1,333,631.75 | | | |
| | | Difference | +£1,271.61 | | | | | |
| | | Total Payments Due (Period) | £273,005.50 | Total Payments (YTD) (excl. AVCs) | £1,333,631.75 | | | |
| | | Total Payments Provided (Period) | | Reason for difference (if given) | | | | |
| | | Payment Difference | | | | | | |
| Submitted By User: | C.Carrigan123 | | | | | | | |
| ① 2 tolerance failures and validation errors for 1 member(s) detected for this submission. Click here to view the failures and errors. | | | | | | | | |
| Events | | | | | | | | |
| Events | Total | Pending | Submitted | Completed | Failures | Errors | Suppressed | Progress |
| New Starter | 47 | 47 | 0 | 0 | 0 | 0 | 0 | |
| Opt In | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

Year End Work / Annual Benefit Statements

Final Pay tolerance checks (for post 2014 service members only)

Period monthly totals matches annual totals

Cases missing March CARE data are queried

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