

REPORT TO: PENSION SUB-COMMITTEE OF THE POLICY & RESOURCES COMMITTEE & PENSION BOARD– 25 MARCH 2019

REPORT ON: INTERNAL AUDIT REPORT 2017/15 – UTILISATION OF PENSIONSWEB

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 124-2019

1 PURPOSE OF REPORT

This report provides detail of the outcome of an Internal Audit Review in relation to the utilisation of the LGPS PensionsWEB self-service module by scheme employers.

2 RECOMMENDATIONS

The Sub-Committee is asked note the content of the report.

3 FINANCIAL IMPLICATIONS

None

4 BACKGROUND

Following recommendation from Audit Scotland in 2018/19, all audit reports are to be presented to the Pensions Sub-Committee. The audit of the utilisation of the PensionsWEB system had previously been reported to the Council's Scrutiny Committee in September 2018 as was the previous arrangement.

5 INTRODUCTION

During 2015/16, a self-service module, LGPS PensionsWEB, a CIVICA product which interacts with Altair, was implemented. The module enables scheduled and admitted bodies to share information securely and individual members to access their own pension records via a secure file exchange. The facility is controlled by a combination of username and password access ensuring confidentiality of data.

In 2017, a review was undertaken by the Council's Internal Audit service to assess if the LGPS PensionsWEB self-service module was being fully utilised by scheduled and admitted bodies and whether anticipated benefits were being realised.

6 FINDINGS

The principal conclusion drawn from the review was that there were weaknesses in the system which should be addressed. The main areas highlighted in the report were as follows:

- In order to reduce the risk of inappropriate access to LGPS PensionsWEB, an access administration procedure should be developed which includes delegation of responsibility, template user administration forms, details of acceptable use and the requirement to complete relevant training before accessing the system. New user accounts should only be set up following completion of an appropriately authorised user administration form. An annual staff in post check should also be conducted.
- The use of LGPS PensionsWEB is limited and bodies that are using it are not utilising the system to its full potential in line with expectations. In order to ensure accuracy of pension information and achievement of anticipated benefits a monthly routine should be established to monitor submission of expected information by all scheduled and admitted bodies. If LGPS PensionsWEB is not utilised as expected, this should be escalated to senior officers within the scheduled and admitted bodies along with a reminder concerning their Tayside Pension Fund responsibilities.

7 ACTIONS TAKEN

The areas highlighted have been addressed as follows:

- Scheme employers have now fully implemented PensionsWEB
- Suitable system access procedures and protocols for scheme employers are now in place

8 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

9 CONSULTATION

The Chief Executive and Head of Democratic and Legal Services have been consulted in the preparation of this report.

10 BACKGROUND PAPERS

None

**GREGORY COLGAN
EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

26 MARCH 2019