

Update to East Sussex "Annual Benefit Statements" Position as at 31 August 2020

DEFERRED STATEMENTS 2020								
Fund	Total Nos Produced	Total Nos errored	Number "errored" breakdown				Other	Total Errors
			Gone away (supressed)	Error on record (calc not allowed)	Not eligible for statement (deferred after 31 March)	Record missing Requisite Spouse's pension from GMP details data view		
East Sussex	29,727	1296	1132	42	97	23	2	1296

Notes - East Sussex Deferred Statement Errors	Category	Description
	Gone away	If the record has "gone away" selected, Altair will suppress the statement from being run. 112 not included in exercise (Assume marked as gone away post exercise). 30 did have address updated but since marked as gone away, remaining 990 confirmed were part of exercise and address could not be traced (ITM exercise Nov 19 to April 20.)
	Error on record	35 had record set to not allow a benefit calc to be run (in basic details 2 screen) which will not allow a statement to be run. Systems Manager (SM) thinks a team leader/officer set it so that a calc cannot be run, because the benefits need to be recalculated. (Or could have been set in error.) Team Leader will need to run the individual cases . 1 had an error message of "module list data missing" - SM thinks there is likely to be some inconsistency on the records and will need investigating. 1 had "PI requires recalculation" so will need the PI applied needs investigating on the record. 5 had "No Consistency Check" - SM reported that a consistency check is a verification that can be run on the record and is automatically generated when a benefit calc is run.
	Other	1 record was an active and should be deferred and 1 is now a pensioner.

ACTIVE STATEMENTS 2020										
Fund	No. of active statements run by 31 August	EOY return		Missing 19/20 CARE Pay		Other reasons - East Sussex specific			Total no. of statements produced	Total no of records that are eligible to have a statement run
		No of employers - EOY not received	Nos of records with no statement	No of records affected	Default option for missing pay	Brighton & Hove CC	East College Group	Casuals with no 19.20 earnings		
East Sussex	21,639	5	14	69	left empty	343	197	325	21,639	22,262

Notes - East Sussex Active Statements	Category	Description
	No of employers - EOY not received	The Fund knows about 2 employers that did not supply an EOY; Sussex City Partnership (1 eligible record) and Brighton Dome & Festival (3 eligible records). When running report to see how many records have no 19.20 pay the Kingston team dealing with ABS found 10 eligible records (active service prior to 31 March). It transpires there are 3 employers Orbis did not know are in the East Sussex Fund - they were set up in Altair post April 2020 and the ABS team were not informed so an EOY was not sent to them. Glendale Services (1 eligible record) set up on 15 April. Churchill St Paul's (6 eligible records) set up on 16 July, Churchill St Leonards (3 eligible records) set up on 16 July. Action: EOY will need to be sent to the 3 new employers to capture 19.20 data as well as 2 existing employers.
	Missing 19.20 CARE Pay.- No of records affected within total run	There are 30 records that we did not get a response from for missing 19.20 CARE Pay - chased several times! - across a number of employers (excluding Brighton & Hove & East Sussex College group). The other 39 records are still under investigation; upon a quick glance, it looks like one has been set up in July 2020 with service pre 31 March so was not on EOY and some other anomalies. Total number with no 19.20 (that had earnings) is 609 (including Brighton & Hove CC and East Sussex College Group).
	Default option for missing pay	The default option for East Sussex Fund was to leave 19.20 field blank for those records with missing CARE pay for 19.20. If this field is blank then Altair will not produce a statement. Other Funds have a default option and a statement will be produced. Those East Sussex members not receiving a statement will have bespoke comms explaining why they didn't have a statement and relevant employers will also be informed.
	Brighton & Hove CC	Responses to pay queries for 19.20 were returned from Brighton & Hove but extremely late (2nd week of August) and Fund informed would not be able to update high volume of records so close to deadline. Action: records will need to be updated
	East College Group	Responses to missing pay records not received, Fund has been informed. Action: Employer to be chased for missing records.
	Casuals with no 19.20 pay	Fund is determining the treatment for members with no earnings for 19.20 (casual staff). 70 are from East College Group and they entered £0.01 on their EOY which we have not used. 118 are from Brighton & Hove CC and 137 from other employers.