

Administration and Communication

Impact	Administration & Communication Risks					Likelihood
	5	4	3	2	1	
1					11	
2					3 5	
3				14 16 13 15 17 2 7 8 9 12		
4	1 4 6					
5				10		
	5	4	3	2	1	Likelihood

Key					
1 Insignificant	6	5	4	3	2
2 Minor	7	6	5	4	3
3 Moderate	8	7	6	5	4
4 Major	9	8	7	6	5
5 Catastrophic	10	9	8	7	6
	5 Almost Certain	4 Likely	3 Possible	2 Unlikely	1 Rare

Likelihood of risk occurring

New risk: **Risk moved since last update:** ----->

In accordance with the Clwyd Pension Fund Risk Policy, information relating to the ongoing monitoring and management of risks will be provided on a quarterly basis to the Clwyd Pension Fund Committee and the Pension Board. The information relating to the key risks, new risks, movement of risks and changes to agreed actions is included in each Update report.

Administration & Communication Risks Summary

Risk no:	Risk	Strategic objective at risk (see key)	Risk category	Impact (see key)	Likelihood (see key)	Risk Status	Internal controls in place	Further Action?	Owner	Last Updated	Previous Impact	Previous Likelihood	Previous Risk Status	Risk removed (date)
Key Risks (ranked 8 or above):														
1	Lack or reduction of skilled resources due to difficulty retaining and recruiting staff members and also staff absence due to sickness.	Deliver a high quality, friendly and professional service to all employers.	Resource/Skill	4	5		Continually monitor staffing levels, providing training and external resource to assist. Multi-skilled staff to avoid too much reliance on key staff members. Internal review of staff responsibilities to provide adequate cover in the short term.	Consider People Strategy during 2014/15			4	5		
4	Failure for employers to provide accurate and timely information resulting in incomplete and inaccurate records , which could lead to incorrect valuation results and incorrect benefit, which in turn could lead to complaints.	Deliver a high quality, friendly and professional service to all employers.	Liability	4	4		Data accuracy checks performed by senior officers. Training policy (for staff training)Liaise with employers to ensure timely and accurate submission of data. Validation checks undertaken by Actuary at valuation. Current project to clear data and backlog. Use of electronic interface to reduce the need for manual updates. Complaints managed by senior officers and referred to Pension Admin Manager if appropriate resulting in a low level of IDRP's.	Implement I-Connect. Ensure SLA is detailed enough and employers are provided with info (such as LGA guides).			4	4		
6	Failure to administer scheme in line with regulations and policies e.g. LGPS 2014 due to delays in enhancement to software or regulation guidance (e.g. transfers).	Deliver a high quality, friendly and professional service to all members	Regulatory/Compliance	4	4		Manual calculations performed by staff members during the period of change. There may be short periods of time when turnaround times may be delayed. Transfers currently on hold. Collaboration with other funds and LGA to determine how to deal with things in the meantime.				4	4		
New Risks:														
None														
Removed Risks:														
None														
Key Changes (moved by 3 or more):														
None														