| Title of Branch Late notification of joining Barry which caused the branch CPF + various employers | Ref | | | | 19/09/2017 |
|--|-------------|-------------|-------------------|---|--|
| Description and cause of breach Requirement to send a Notification of Joining the LGPS to a scheme member within 2 months from date of joining dassuming notification received from the employer), or within 1 month of receiving jobholder information where the individual is being automatically enrolled / receiving jobholder information where the individual is being automatically enrolled / receiving jobholder information of late notification from employers and untimely action by CPF the legal trequirement was not met. 20/11/18 - (202) Staff turnover in August/September reduced number actioned. 28/11/9 The introduction of I-connect is also producing large backlogs at the point of implementation for each employer. Connect submission timescales can also leave only a few days for CPF to meet the legal timescale. 4/8/19 General data cleansing including year-end is affecting whether legal timescale is met. Individual on long-term sick impacting this. 14/2/22 Previous issues no longer relevant. Current situation is purely due to magnitude of cases being received and potentially employer delividual on long-term sick impacting this. 14/2/22 Previous issues no longer relevant. Current situation is purely due to magnitude of cases being received and potentially employer delividual on long-term sick impacting this. 14/2/22 Previous issues no longer relevant. Current situation is purely due to magnitude of cases being received and potentially employer delividual on long-term sick impacting the situation of the situation is purely due to magnitude of cases completed / 15% (204) were in breach. 2011/19/20/3383 cases completed / 55% (245) were in breach 2021/20/30/20/30/30/30/30/30/30/30/30/30/30/30/30/30 | Status | | | | |
| Requirement to send a Notification of Joining the LGPS to a scheme member within 2 months from date of joining (assuring in officiation received from the employer), or within 1 month of receiving jobholder information where the individual is being automatically enrolled / re-incrediad. Due to a combination of late notification from employers and untimely action by CPF the legal requirement was not met. 2011/1/18 - ((22) Staff turnover in August/September reduced number actioned. 2911/19 The introduction of Ironomet is also producing large backlogs at the point of implementation for each employer. I-connect is also producing large backlogs at the point of implementation for each employer. I-connect submission timescales can also leave only a few days for CPF for met the legal timescale 4 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data density including year-end is affecting whether legal timescale 1 (34)* General data | Title of Br | each | Late notification | on of joining Owner | SB |
| Requirement to send a Notification of Joining the LGPS to a scheme member within 2 months from date of joining (assuring in officiation received from the employer), or within 1 month of receiving jobholder information where the individual is being automatically enrolled / re-incrediad. Due to a combination of late notification from employers and untimely action by CPF the legal requirement was not met. 2011/1/18 - ((22) Staff turnover in August/September reduced number actioned. 2911/19 The introduction of Ironomet is also producing large backlogs at the point of implementation for each employer. I-connect is also producing large backlogs at the point of implementation for each employer. I-connect submission timescales can also leave only a few days for CPF for met the legal timescale 4 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data clearing including year-end is affecting whether legal timescale 1 (34)* General data density including year-end is affecting whether legal timescale 1 (34)* General data | Party which | ch caused | the breach | CPF + various employers | |
| 2017/18: 2676 cases completed / 76% (2046) were in breach. 2018/9: 3855 cases completed / 50% (2551) were in breach. 2019/20: 3363 cases completed / 50% (2551) were in breach. 2019/20: 3363 cases completed / 50% (1697) were in breach0.2: 1430 cases completed / 55% (245) were in breach0.3: 1329 cases completed / 55% (396) were in breach0.4: 739 cases completed / 25% (396) were in breach0.4: 739 cases completed / 15% (114) were in breach0.4: 739 cases completed / 15% (114) were in breach0.2: 769 cases completed / 15% (119) were in breach0.2: 769 cases completed / 15% (119) were in breach0.2: 769 cases completed / 25% (190) were in breach0.2: 769 cases completed / 12% (128) were in breach0.2: 769 cases completed / 12% (128) were in breach0.3: 1444 cases completed / 12% (128) were in breach0.4: 1070 cases completed / 12% (128) were in breach0.4: 1070 cases completed / 12% (128) were in breach0.5: 100 complaints from members0.6: 100 complaints from members0.7: 100 complaints from members0.8: 100 complaints from members0.8: 100 complaints from members0.9: 100 complaints from members of complaints (anguing) 5 et up of Employer Laisan Team (ELT) to monitor and provide joiner details more timelessly 17 raining of new team members to raise awareness of importance of time restraint 7 Prioritising of task allocation. KPIs shared with team members to further raise awareness of importance of timely completion of task0.6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6 | | | | Requirement to send a Notification of Joining the LGPS to a scheme member from date of joining (assuming notification received from the employer), or we receiving jobholder information where the individual is being automatically elemnolled. Due to a combination of late notification from employers and untimely action requirement was not met. 20/11/18 - (Q2) Staff turnover in August/Septembrumber actioned. 29/1/19 The introduction of I-connect is also producing lathe point of implementation for each employer. I-connect submission times aleave only a few days for CPF to meet the legal timescale. 14/8/19 General including year-end is affecting whether legal timescale is met. Individual on impacting this. 14/2/22 Previous issues no longer relevant. Current situation | within 1 month of nrolled / re- by CPF the legal ber reduced rge backlogs at cales can also data cleansing long-term sick |
| 2017/18: 2676 cases completed / 76% (2046) were in breach. 2018/9: 3855 cases completed / 50% (2551) were in breach. 2019/20: 3363 cases completed / 50% (2551) were in breach. 2019/20: 3363 cases completed / 50% (1697) were in breach0.2: 1430 cases completed / 55% (245) were in breach0.3: 1329 cases completed / 55% (396) were in breach0.4: 739 cases completed / 25% (396) were in breach0.4: 739 cases completed / 15% (114) were in breach0.4: 739 cases completed / 15% (114) were in breach0.2: 769 cases completed / 15% (119) were in breach0.2: 769 cases completed / 15% (119) were in breach0.2: 769 cases completed / 25% (190) were in breach0.2: 769 cases completed / 12% (128) were in breach0.2: 769 cases completed / 12% (128) were in breach0.3: 1444 cases completed / 12% (128) were in breach0.4: 1070 cases completed / 12% (128) were in breach0.4: 1070 cases completed / 12% (128) were in breach0.5: 100 complaints from members0.6: 100 complaints from members0.7: 100 complaints from members0.8: 100 complaints from members0.8: 100 complaints from members0.9: 100 complaints from members of complaints (anguing) 5 et up of Employer Laisan Team (ELT) to monitor and provide joiner details more timelessly 17 raining of new team members to raise awareness of importance of time restraint 7 Prioritising of task allocation. KPIs shared with team members to further raise awareness of importance of timely completion of task0.6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6: 6 | _ | | | | |
| Potential complaints from members. Potential for there to be an impact on CPF reputation. Actions taken to rectify breach Roll out of iConnect where possible to scheme employers including new admitted bodies to ensure monthly notification of new joiners (ongoing). / - Set up of Employer Liaison Team (ELT) to monitor and provide joiner details more timelessly. / - Training of new team members to raise awareness of importance of time restraint. / - Prioritising of task allocation. KPIs shared with team members to further raise awareness of importance of timely completion of task. - 6/6/18 - Updating KPI monitoring to understand employers not sending information in time. 3/6/19 - Review of staff resources now complete and new posts filled. 14/8/19 - Streamlining of aggregation cases with major employers. /- Consider feasibility of whether tasks can be prioritised by date of joining (agreed not to change). 14/11/19 - Utilising FCC trainees to assist with this procedure. Joined early September. 30/01/2020 - backlog completed and addressed older case work. 25/09/2020 - Appointed and training new members of staff 17/11/2020 - Training on lew staff continuing. An increase of cases completed compared to previous. Expecting next quarter results to improve due to completion of training. 02/02/2021 - Training now complete. Expecting further reductions in next quarter results as staff members become more efficient. 14/10/2021 - Due to key staff members within this area leaving the Fund in this quarter, recruitment is underway to replace these staff members and new Modern Apprentices are being trained in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained in this area. 14/02/2022 - Appointed to vacant positions and scalate to individual employers if required. Continually review resource requirements to meet KPI. 22/05/2022 Number of cases in breach has reduced this quarter but so has number compl | | | | 2017/18: 2676 cases completed / 76% (2046) were in breach. 2018/19: 3855 cases completed / 66% (2551) were in breach. 2019/20: 3363 cases completed / 50% (1697) were in breach. 2020/21 -Q1 - 442 cases completed / 55% (245) were in breach -Q2 - 1430 cases completed / 56% (799) were in breach -Q3 - 1329 cases completed / 29% (386) were in breach -Q4 - 739 cases completed / 15% (114) were in breach 2021/22 -Q1 - 789 cases completed / 15% (118) were in breach -Q2 - 769 cases completed / 25% (190) were in breach -Q3 - 1444 cases completed / 15% (190) were in breach | |
| Potential complaints from members. Potential for there to be an impact on CPF reputation. Actions taken to rectify breach Roll out of iConnect where possible to scheme employers including new admitted bodies to ensure monthly notification of new joiners (ongoing). / - Set up of Employer Liaison Team (ELT) to monitor and provide joiner details more timelessly. / - Training of new team members to raise awareness of importance of time restraint. / - Prioritising of task allocation. KPIs shared with team members to further raise awareness of importance of timely completion of task. - 6/6/18 - Updating KPI monitoring to understand employers not sending information in time. 3/6/19 - Review of staff resources now complete and new posts filled. 14/8/19 - Streamlining of aggregation cases with major employers. /- Consider feasibility of whether tasks can be prioritised by date of joining (agreed not to change). 14/11/19 - Utilising FCC trainees to assist with this procedure. Joined early September. 30/01/2020 - backlog completed and addressed older case work. 25/09/2020 - Appointed and training new members of staff 17/11/2020 - Training on lew staff continuing. An increase of cases completed compared to previous. Expecting next quarter results to improve due to completion of training. 02/02/2021 - Training now complete. Expecting further reductions in next quarter results as staff members become more efficient. 14/10/2021 - Due to key staff members within this area leaving the Fund in this quarter, recruitment is underway to replace these staff members and new Modern Apprentices are being trained in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained in this area. 14/02/2022 - Appointed to vacant positions and scalate to individual employers if required. Continually review resource requirements to meet KPI. 22/05/2022 Number of cases in breach has reduced this quarter but so has number compl | Danailala | | | | water alian |
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| - Roll out of iConnect where possible to scheme employers including new admitted bodies to ensure monthly notification of new joiners (ongoing). / - Set up of Employer Liaison Team (ELT) to monitor and provide joiner details more timelessly. / - Training of new team members to raise awareness of importance of time restraint. / - Prioritising of task allocation. KPIs shared with team members to further raise awareness of importance of timely completion of task. - 6/6/18 - Updating KPI monitoring to understand employers not sending information in time. 3/6/19 - Review of staff resources now complete and new posts filled. 14/8/19 - Streamlining of aggregation cases with major employers. / - Consider feasibility and implications of removing reminders for joining pack (agreed not to change). / - Consider feasibility of whether tasks can be prioritised by date of joining (agreed not to change). 14/11/19 - Utilising FCC trainees to assist with this procedure. Joined early September. 30/01/2020 - backlog completed and addressed older case work. 25/09/2020 - Appointed and training new members of staff 17/11/2020 - Training of new staff continuing. An increase of cases completed compared to previous. Expecting next quarter results to improve due to completion of training. 02/02/2021 - Training now complete. Expecting further reductions in next quarter results as staff members become more efficient. 14/10/2021 - Due to key staff members within this area leaving the Fund in this quarter, recruitment is underway to replace these staff members and new Modern Apprentices are being trained in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained in this area. 22/05/2022 - Training now complete. Expecting further reductions in next quarter results as staff members become more efficient. | implicatio | ns | | | |
| Continually review resource requirements to meet KPI. Assessment of breach and brief summary of rationale Continually review resource requirements to meet KPI. 22/05/2022 Number of cases in breach has reduced this quarter but so has number completed. Improvement should continue as staff become more efficient. Number breached still too high to reduce rating. | Actions to | iken to red | ctify breach | - Roll out of iConnect where possible to scheme employers including new accensure monthly notification of new joiners (ongoing). / - Set up of Employer I (ELT) to monitor and provide joiner details more timelessly. / - Training of net to raise awareness of importance of time restraint. / - Prioritising of task allow shared with team members to further raise awareness of importance of time task. - 6/6/18 - Updating KPI monitoring to understand employers not sending info 3/6/19 - Review of staff resources now complete and new posts filled. 14/8/19 - Streamlining of aggregation cases with major employers. /- Consider implications of removing reminders for joining pack (agreed not to change). I feasibility of whether tasks can be prioritised by date of joining (agreed not to 14/11/19 - Utilising FCC trainees to assist with this procedure. Joined early \$30/01/2020 - backlog completed and addressed older case work. 25/09/2020 - Appointed and training new members of staff 17/11/2020 - Training of new staff continuing. An increase of cases complete previous. Expecting next quarter results to improve due to completion of trai 02/02/2021 - Training now complete. Expecting further reductions in next quatiff members become more efficient. 14/10/2021 - Due to key staff members within this area leaving the Fund in the recruitment is underway to replace these staff members and new Modern Applications in this area. 14/02/2022 - Appointed to vacant positions and Modern Apprentices trained 22/05/2022 - Training now complete. Expecting further reductions in next quations and Modern Apprentices trained 22/05/2022 - Training now complete. Expecting further reductions in next quations are quality to the province of the province o | Liaison Team ew team members cation. KPIs ly completion of ormation in time. er feasibility and /- Consider to change). September. ed compared to ning. uarter results as this quarter, oprentices are in this area. |
| Continually review resource requirements to meet KPI. Assessment of breach and brief summary of rationale Continually review resource requirements to meet KPI. 22/05/2022 Number of cases in breach has reduced this quarter but so has number completed. Improvement should continue as staff become more efficient. Number breached still too high to reduce rating. | Outstandi | ng action | s (if anv) | 22/05/22 - Analyse new employer reports and escalate to individual employer | ers if required. |
| Assessment of breach and brief summary of rationale 22/05/2022 Number of cases in breach has reduced this quarter but so has number completed. Improvement should continue as staff become more efficient. Number breached still too high to reduce rating. | | | | | |
| Reported to tPR No | summary | of rationa | | 22/05/2022 Number of cases in breach has reduced this quarter but so has completed. Improvement should continue as staff become more efficient. Nu still too high to reduce rating. | |
| | Reported | to tPR | | No | |

| Ref | A2 | | Date entered in register | 19/09/2017 | |
|---------------------------------|--------------|-----------------|--|---|--|
| Status | Open | | Date breached closed (if relevant) | | |
| Title of Br | each | Late transfer i | n estimate Owner | SB | |
| Party which | ch caused | the breach | CPF + various previous schemes | | |
| Description and cause of breach | | | Requirement to obtain transfer details for transfer in, and calculate and provide quotation to member 2 months from the date of request. Breach due to late receipt of transfer information from previous scheme and late completion of calculation and notification by CPF. Only 2 members of team fully trained to carry out transfer cases due to new team structure and additional training requirements. 29/1/19 National changes to transfer factors meant cases were put on hold / stockpiled end of 2018 / early 2019. | | |
| Category : | | | Active members | | |
| Numbers | affected | | 2017/18: 235 cases completed / 36% (85) were in breach. 2018/19:213 cases completed / 45% (95) were in breach. 2019/20: 224 cases completed / 32% (71) were in breach 2020/21 -Q1- 59 cases completed / 19% (11) were in breach -Q2- 54 cases completed / 35% (19) were in breach -Q3- 56 cases completed / 29% (16) were in breach - Q4-55 cases completed / 20% (11) were in breach 2021/22 -Q1 - 76 cases completed / 62% (47) were in breach -Q2 - 76 cases completed / 22% (17) were in breach -Q3 - 91 cases completed / 15% (14) were in breach -Q4 - 66 cases completed / 14% (9) were in breach | | |
| Possible e implicatio | effect and v | wider | Potential financial implications on some scheme members. Potential complaints from members/previous schemes. Potential for impact on CPF reputation. | | |
| Actions taken to rectify breach | | tify breach | 17/11/2020 - Continued training of team members to increase knowle ensure that transfers are dealt with in a more timely manner. 02/02/2021 - Training to continue. Complex area of work so training to Training will continue through Q4. 21/05/2021 - Staff members attended external training course. 08/03/2022 - Have investigated how much of the delay is due to exter 22/05/2022 - Additional checks required in transfer process. Schemes therefore knock on effect. Expect this to reduce as industry adjusts to | aking longer to complete. rnal schemes. s taking longer to process | |
| Outstandi | ng actions | s (if any) | | | |
| | | ch and brief | 22/05/2022 Number of cases completed consistent with time of year. | Number in breach | |
| | of rational | | remains too high to amend assessment. Improvements expected ove | | |
| Reported | | | No | | |
| Reported | to ti ix | | 110 | | |

| Ref | A4 | | Date entered in register | | 19/09/2017 |
|-------------|------------|-------------------|---|--------------------|----------------------------------|
| Status | Open | | Date breached closed (if relevant) | | |
| Title of Br | each | Late notification | n of retirement benefits | Owner | SB |
| Party which | ch caused | the breach | CPF + various employers + AVC providers | | |
| Description | on and cau | | Requirement to provide notification of amount of retirement b of retirement if on or after Normal Pension Age or 2 months for Normal Pension Age. Due to a combination of: - late notification by employer of leaver information - late completion of calculation by CPF - for members who have AVC funds, delays in receipt of AVC - temporary large increases in work due to retrospective pay a | rom date of retire | ement if before n AVC provider. |
| Category | affected | | Active members mainly but potentially some deferred members | ers | |

| Numbers affected | 2017/18: 960 cases completed / 39% (375) were in breach. 2018/19: 1343 cases completed / 30% (400) were in breach 2019/20: 1330 cases completed / 25% (326) were in breach 2020/21 - Q1 - 214 cases completed in total / 37% (79) were in breach |
|---------------------------------|--|
| | - Q2 - 232 cases completed / 25% (59) were in breach |
| | - Q3 - 331 cases completed / 19% (63) were in breach |
| | -Q4 - 350 cases completed / 19% (68) were in breach |
| | 2021/22 |
| | -Q1 - 329 cases completed / 16% (53) were in breach |
| | -Q2 - 388 cases completed / 16 %(64) were in breach |
| | -Q3 - 444 cases completed / 14% (64) were in breach -Q4- 373 cases completed / 11% (41) were in breach |
| | -Q4- 373 cases completed / 11% (41) were in breach |
| Possible effect and wider | - Late payment of benefits which may miss payroll deadlines and result in interest due on lump |
| implications | sums/pensions (additional cost to CPF). |
| | - Potential complaints from members/employers. |
| | - Potential for there to be an impact on CPF reputation. |
| Actions taken to rectify breach | - Roll out of iConnect where possible to scheme employers including new admitted bodies to |
| | ensure monthly notification of retirees (ongoing). |
| | - Set up of ELT to monitor and provide leaver details in a more timely manner. |
| | - Prioritising of task allocation. |
| | - Set up of new process with one AVC provider to access AVC fund information. |
| | - Increased staff resources. |
| | 3/6/19 - Review of staff resources now complete and new posts filled. 14/8/19 - Improvements have been made and more should be made as staff are settled in and |
| | trained. Business case approved. |
| | 25/09/20 - Increased engagement with employers to assist with challenges faced due to |
| | working from home in relation to Covid-19 requirements. Employers faced challenges in |
| | getting information to us in relevant timescales. |
| | 17/11/2020- Number of cases completed has increased whilst percentage in breach has reduced compared to last quarter. This is hoped to continue due to increased engagement with employers and processes amended to mitigate challenges faced by Covid-19. 02/02/21 - Completed case numbers continue to increase whilst percentage in breach has reduced again this quarter. Improved engagement with employers via new monthly reporting process should assist in reducing the number of breaches further in future quarters. 21/05/2021 - New reports to employers will go live in June so expected improvement in future quarters. |
| Outstanding actions (if any) | 22/05/22 - Analyse new employer reports and escalate to individual employers if required. |
| Catetananig actions (ii any) | Complete all recalculations so all appropriate staff can focus on retirements. |
| Assessment of breach and brief | 22/05/2022 Number of cases completed consistent with time of year. Number in breach |
| summary of rationale | remains too high to amend assessment. Recalculation of benefits due to late pay award will |
| | impact this KPI. Improvement may not be seen until all recalculations complete. |
| Reported to tPR | No |

| Ref | A6 | | Date entered in register | | 20/09/2017 |
|-------------|------------|-------------------|---|--|------------------------------------|
| Status | Open | | Date breached closed (if relevant) | | |
| Title of Br | each | Late notification | on of death benefits | Owner | SB |
| Party which | ch caused | the breach | CPF | | |
| Description | on and cau | | Requirement to calculate and notify dependant(s) of amount possible but in any event no more than 2 months from date of from date of request by a third party (e.g. personal represent Due to late completion by CPF the legal requirements are no calculations, only 2 members of team are fully trained and expendiculations. | of becoming awar ative). of being met. Due | e of death, or to complexity of |
| Category | affected | | Dependant members + other contacts of deceased (which coor dependant). | ould be active, de | ferred, pensioner |

| Numbers affected | 2017/18: 153 cases completed / 58% (88) were in breach. |
|--|--|
| | 2018/19:184 cases completed / 30% (56) were in breach |
| | 2019/20: 165 cases completed / 28% (53) were in breach |
| | 2020/21 |
| | -Q1- 39 cases completed / 23% (9) were in breach |
| | -Q2- 52 cases completed / 38% (20) were in breach |
| | -Q3- 31 cases completed / 29% (9) were in breach |
| | -Q4- 73 cases completed / 21% (15) were in breach |
| | 2021/22 |
| | -Q1- 59 cases completed / 8% (5) were in breach |
| | -Q2 - 42 cases completed / 5% (2) were in breach |
| | -Q3 - 52 cases completed / 17% (9) were in breach |
| | -Q4 - 54 cases completed / 19% (10) were in breach |
| | |
| Possible effect and wider | Late payment of benefits which may miss payroll deadlines and result in interest due on lump |
| implications | sums/pensions (additional cost to CPF). |
| Implications | - Potential complaints from beneficiaries, particular given sensitivity of cases. |
| | - Potential for there to be an impact on CPF reputation. |
| Actions taken to rectify breach | - Further training of team |
| , | - Review of process to improve outcome |
| | - Recruitment of additional, more experienced staff. |
| | 3/6/19 - Review of staff resources now complete and new posts filled. |
| | 3/2/20 - Training of additional staff now complete. |
| | 18/8/21 - Further work completed identifying where the delay fell e.g. request or receipt of |
| | information to facilitate the calculation of benefits, and action taken to improve these issues. |
| | |
| Outstanding actions (if any) | None |
| Assessment of breach and brief | 22/05/2022 - Number of completed cases and breaches have remained constant, due to more |
| summary of rationale | experienced staff helping with retirements / recalculations and newly trained staff taking longer |
| - Canada de la can | to process cases. Improvement should be seen in next quarter. Assessment level to remain |
| | Amber. |
| Reported to tPR | No |

| Ref | A20 | | Date entered in register | 03/02/2021 | |
|--------------------------------|-------------|--------------|--|--------------------|--|
| Status | Open | | Date breached closed (if relevant) | | |
| Title of Br | each | Members not | entered into LGPS Owner | KW | |
| Party which | ch caused | the breach | Employer | | |
| Description | on and cau | se of breach | Number of employees entered into the Peoples' Pension, rather than the LGI | PS, by their | |
| | | | employer (confidential until all employees are communicated with). Some en | nployees did opt | |
| | | | out of Peoples' Pension. | | |
| Category | affected | | Active members | | |
| Numbers | affected | | 18 employees | | |
| Possible (| effect and | wider | - As a result the employees may have less valuable pension rights, and so Lo | GPS membership | |
| implicatio | ns | | will need to be applied retrospectively. | | |
| | | | - Unclear if the employees who opted out, would have also opted out of the L | | |
| | | | - LGPS Contributions will need to be collected from employer and employee/ | , , | |
| | | | contributions paid into Clwyd Pension Fund in relation to retrospective period | | |
| | | | - Employer will need to liaise with Peoples' Pension to reverse membership the | | |
| Actions to | aken to rec | tify breach | 3/2/2021 - Liaising with employer to determine how best to put employees ba | ick in correct | |
| | | | position. | | |
| | | | Letters sent to members to explain | n nlaga Evast | |
| | | | 21/05/2021 - Regular meetings held with employer and have an action plan in number of 18 members have now been identified. | n piace. Exact | |
| | | | | ns agraed | |
| | | | 14/10/2021 - All active members have been communicated with and next ste | | |
| | | | 14/02/2022 - CPF Pensions Administration Manager has been chasing for fir resolved. | iai cases to be | |
| | | | 22/05/2022 - Employer requested figures from payroll department on multiple | occasions CDE | |
| | | | Pension Administration Manager contacted payroll team leader requesting da | | |
| | | | completion of outstanding actions. | 3165 101 | |
| | | | completion of outstanding actions. | | |
| Outstand | ing actions | s (if any) | 14/10/2021 - Contact members who have left (4) that are outstanding. These | members still | |
| | | | need to be communicated with by the employer. No employee financial impact | ct. | |
| | | | 14/02/2022 - Action above still outstanding. Ongoing chasing by CPF Pensic | ons Administration | |
| | | | Manager. | | |
| | | | 22/05/2022 - Action above still outstanding. CPF Pension Administration Mar | nager now | |
| | | | escalated to Payroll Team Leader for resolution. | | |
| Assessment of breach and brief | | | 22/05/2022 - Follow up actions for the 4 members that have left are still outstanding. | | |
| summary | of rational | е | Assessment of breach to remain green as number of members impacted is lo | ow and no further | |
| D | 4 400 | | contributions are being made. | | |
| Reported | to tPR | | No | | |

| Ref A22 | Date entered in register | 21/05/2021 | |
|--------------------------------------|---|--------------------|--|
| Status Open | Date breached closed (if relevant) | | |
| Title of Breach Members not | entered into LGPS Owner | KW | |
| Party which caused the breach | Glyndwr | | |
| Description and cause of breach | Number of employees entered into alternative pension schemes, rather than | the LGPS, by | |
| | Glyndwr. | | |
| Category affected | Active members | | |
| Numbers affected | 6 employees | | |
| Possible effect and wider | - As a result the employees may have less valuable pension rights, and so Lo | GPS membership | |
| implications | will need to be applied retrospectively. | | |
| | - LGPS Contributions will need to be collected from employer and employee/ | | |
| | contributions paid into Clwyd Pension Fund in relation to retrospective period | | |
| Astions taken to matiful brook | - Employer will need to liaise with alternative provider to reverse membership there. | | |
| Actions taken to rectify breach | 21/05/2021- Liaising with employer to determine how best to put employees be a strictly and detailed plan of actions have been developed. | back in correct | |
| | position and detailed plan of actions has been developed. | | |
| | Letters sent to members to explain 14/10/2021 - Letter to 5 outstanding employees requesting confirmation of ne | ext stops issued | |
| | with close date of 31/10/21. | ski sleps issueu | |
| | 14/2/2022 - Employer being chased by CPF. | | |
| | 22/05/2022 - CPF continuing to work with employer to resolve individual case | es once employee | |
| | responds with preferred action. Three outstanding cases remain. | o once employee | |
| | Trespense with preferred action. Three catetainaing cases remaining | | |
| | | | |
| Outstanding actions (if any) | 14/10/2021 - Final part of action plan to be completed. | | |
| | 14/02/2022 - Employer to continue to be chased by CPF, final part of action բ | olan still to be | |
| | completed. | | |
| Accomment of branch and brief | 27/05/2022 Changed from ambor to green given are green in new hair a green | do and weiting for | |
| Assessment of breach and brief | 27/05/2022 - Changed from amber to green given progress is now being made | de and waiting for | |
| summary of rationale Reported to tPR | employee responses No | | |
| Reported to trix | ino | | |

| Ref A23 | Date entered in register | 21/05/2021 |
|--|--|------------------------------------|
| Status Open | Date breached closed (if relevant) | |
| Title of Breach Incorrect mem | nber contributions paid Owner | KW |
| Party which caused the breach | Employer | |
| Description and cause of breach | When employees are stepping up from their substantive post to higher graded employee and employer contributions have been made. This is due to an incomon the payroll system. | - |
| Category affected | Active and Deferred | |
| Numbers affected | 20 current and previous employees | |
| Possible effect and wider implications | As a result the employees may have less valuable pension rights, and so LG and contributions will need to be checked and difference in contributions paid LGPS Contributions will need to be collected from employer, and employee/contributions paid into Clwyd Pension Fund in relation to retrospective period. | retrospectively. employer |
| Actions taken to rectify breach | 21/05/2021- Process has been updated to ensure correct contributions/CARE forward. - Liaising with employer to determine how best to put employees back in correctively and letters to be sent to members to explain. 14/10/2021 Current employees contacted and all have agreed to pay outstand contributions/payment plans agreed. 14/02/2022 - CPF Pensions Administration Manager has been chasing for final resolved. 22/05/2022 - Employer and Payroll provider being chased by CPF. Escalated Leader. | ect position ding al cases to be |
| Outstanding actions (if any) | 14/10/2021 - Employees who have left employment to be contacted to discuss agree actions. 14/02/2022 - Action above still outstanding. Ongoing chasing by CPF Pension Manager. 22/05/2022 - CPF will continue to chase payroll as Employer cannot progress provided by payroll. | ns Administration |
| Assessment of breach and brief | 14/02/2022- Members who have left employment are still to be contacted (9). | Not all actions |
| summary of rationale | completed by employer therefore assessment of breach to remain as amber. | |
| Reported to tPR | No | |

| Ref | A24 | Date entered in register | | | 22/05/2022 |
|--|--------------|--------------------------|---|--------------------------|-----------------|
| Status | Open | | Date breached closed (if relevant) | | |
| Title of B | reach | Individuals no | t offered membership of the scheme | Owner | KW |
| Party wh | ich caused | the breach | Employer | | |
| Descripti | ion and cau | se of breach | Breach of Disclosure Regulations to a number of individuals paperwork to opt-in to the LGPS upon appointment in 2008. | who were not give | en the relevant |
| Category | affected | | Active members | | |
| Numbers | affected | | A small number but total not yet known (expected to be less | than 50) | |
| Possible effect and wider implications | | | As a result the members may have less valuable pension ri will need to be offered retrospectively to the affected members. If any choose to proceed with retrospective membership, LC collected from the members and then employee/employer contention. Pension Fund in relation to retrospective period. | rs. GPS contributions | will need to be |
| Actions t | aken to rec | tify breach | 22/05/2022 Been liaising with employer to determine how bed detailed plan of actions. | st to proceed and | develop a |
| Outstanding actions (if any) | | s (if any) | 22/05/2022 - If appropriate, relevant process and forms to be completed by all parties to confirm membership in CPF, payment of arrears of contributions to be made and pensions system to be updated reflecting correct membership. | | |
| Assessm | nent of brea | ch and brief | 22/05/2022 - Small number of individuals affected and still determining resolutions. | | |
| Reported | to tPR | | No | | |

| Ref | F58 | | Date entered in register | | 23 Feb 2021 | |
|---------------------------------|-------------|---------------|--|-------|-------------|--|
| Status | Closed | | Date breached closed (if relevant) | | 17 Mar 2022 | |
| Title of B | Breach | No submissio | n of contribution remittance advice | Owner | DF | |
| Party wh | ich caused | the breach | Marchwiel Community Council | | | |
| Descripti | ion and cau | ise of breach | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to January 2022 were received within the legal timescales but no remittance advice was received. Previous similar breaches - F11, 16, 32, 42, 46, 49, F50 | | | |
| Category | y affected | | Active members and employer | | | |
| Numbers | s affected | | 1 active member | | | |
| Possible | effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | | |
| Actions taken to rectify breach | | | - 23/02/22 emailed Employer to request remittance | | | |
| Outstanding actions (if any) | | s (if any) | | | | |
| Assessment of breach and brief | | ch and brief | Remittance received 17/03/22 | | | |
| Reported | d to tPR | | No | | | |

| Ref | F62 | Date entered in register | 23 Mar 2022 | |
|----------------------|-------------------------|---|-------------|--|
| Status | Closed | Date breached closed (if relevant) | 31 Mar 2022 | |
| Title of Br | reach Late payment | of contributions Owner | DF | |
| Party whi | ch caused the breach | Gresford Community Council | | |
| Description | on and cause of breach | Contributions must be paid by the 22nd (if BACs) or 19th (if cheque) of the month following the deductions. Contributions in relation to February 2022 were not received within the deadline. Previous breach F61 | | |
| Category | affected | Active members and employer | | |
| Numbers | affected | 1 active member | | |
| Possible implication | effect and wider ons | Could expose employers to late payment interest charge. Assumptions regarding funding assume regular monthly payment; not adher regulatory requirement could result in changed actuarial assumptions for the | • | |
| Actions to | aken to rectify breach | - 23/03/22 emailed Employer to request payment | | |
| Outstand | ing actions (if any) | | | |
| Assessm | ent of breach and brief | Payment made 31/03/2022 | | |
| Reported | to tPR | No | | |

| Ref | F63 | | Date entered in register | | 23 Mar 2022 |
|--|---|---|--|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | 30 Mar 2022 |
| Title of Br | each | Late payment | of contributions | Owner | DF |
| Party whi | ch caused | the breach | Ruthin Town Council | | |
| Description and cause of breach | | | Contributions must be paid by the 22nd (if BACs) or 19th (if cheque) of the month following the deductions. Contributions in relation to February 2022 were not received within the deadline. Previous breach F55 | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 1 active member | | |
| - Could expose employers to late payment interest charge Assumptions regarding funding assume regular monthly payment; not adhering to regulatory requirement could result in changed actuarial assumptions for the employers. | | | • | | |
| Actions to | ctions taken to rectify breach - 23/03/22 emailed Employer to request payment | | | | |
| Outstand | ing actions | · • • • • • • • • • • • • • • • • • • • | | | |
| Assessment of breach and brief Payment made 30/03/2022 | | | | | |
| Reported to tPR No | | | No | | |

| Ref | F64 | | Date entered in register | | 23 Mar 2022 |
|--------------------------------|---|---------------|--|-------------|-------------|
| Status | S Closed Date breached closed (if relevant) | | | 30 Mar 2022 | |
| Title of Br | each | No submission | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Ruthin Town Council | | |
| | | | A remittance advice detailing information in relation to contributions submitted to CPF at the same point as the payment is made. Contributions and remittance relating to February 2022 were | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 1 active member | | |
| Possible 6 | effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions ta | Actions taken to rectify breach - 23/03/22 emailed Employer to request remittance | | | | |
| Outstanding actions (if any) | | | | | |
| Assessment of breach and brief | | | Remittance received 30/03/2022 | | |
| Reported | to tPR | | No | | |

| Ref | F65 | | Date entered in register | | 23 Mar 2022 |
|---------------------------------|-------------|---------------|---|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | 24 Mar 2022 |
| Title of Br | each | No submissior | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Wrexham County Borough Council | | |
| Description and cause of breach | | | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to February 2022 were received within the deadline but no remittance advice was received. | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 4,700 active members | | |
| Possible (| effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions to | aken to rec | tify breach | - 23/03/22 emailed Employer to request remittance | | |
| Outstanding actions (if any) | | s (if any) | | | |
| Assessment of breach and brief | | | Remittance received 24/03/2022 | | |
| Reported | to tPR | | No | | |

| Ref | F66 | Date entered in register | 23 Mar 2022 |
|--------|--------|------------------------------------|-------------|
| Status | Closed | Date breached closed (if relevant) | 24 Mar 2022 |

| Title of Breach | No submission | of contribution remittance advice | Owner | DF |
|---------------------------------|---------------|---|--------------------|----------|
| Party which caused | the breach | Maelor School | | |
| Description and cau | se of breach | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to February 2022 were received within the deadline but no remittance advice was received. (WCBC provide payroll services) | | |
| Category affected | | Active members and employer | | |
| Numbers affected | | 30 active members | | |
| Possible effect and | wider | Unable to verify information being paid or reconcile with mem | nber year end info | rmation. |
| Actions taken to rectify breach | | - 23/03/22 emailed Employer to request remittance | | |
| Outstanding actions | s (if any) | | | |
| Assessment of brea | ch and brief | Remittance received 24/03/2022 | | |
| Reported to tPR | | No | | |

| Ref | F67 | | Date entered in register | | 27 May 2022 |
|--------------------------------------|--------------|---------------|--|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | |
| Title of Br | each | No submissior | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Flintshire County Council | | |
| Description and cause of breach Subm | | | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no remittance advice was received. | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 5,500 active members | | |
| Possible (| effect and v | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions to | iken to rec | tify breach | - 27/05/22 emailed Employer to request remittance | | |
| Outstandi | ng actions | s (if any) | | | |
| Assessme | ent of brea | ch and brief | Remittance received 06/06/2022 | | |
| Reported | to tPR | | No | | |

| Ref | F68 | | Date entered in register | entered in register | |
|---|------------|---------------|---|---------------------|----------------------------|
| Status | Closed | | Date breached closed (if relevant) | | 27 May 2022 06 Jun 2022 |
| Title of Br | each | No submission | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Aura (Leisure and Libraries) | - | |
| | | | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no remittance advice was received. (FCC provide payroll services) | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 183 active members | | |
| Possible 6 | effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions taken to rectify breach - 27/05/22 emailed Employer to request remittance | | | | | |
| Outstandi | ng actions | s (if any) | | | |
| Assessment of breach and brief | | | Remittance received 06/06/2022 | | |
| Reported | to tPR | | No | | |

| Ref | F69 | | Date entered in register | | 27 May 2022 |
|-------------------------------|--------|---------------|------------------------------------|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | 06 Jun 2022 |
| Title of Breach No submission | | No submission | of contribution remittance advice | Owner | DF |
| Party which caused the breach | | | Newydd Catering and Cleaning | | |

| Description and cause of breach | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no remittance advice was received. (FCC provide payroll services) |
|---------------------------------|---|
| Category affected | Active members and employer |
| Numbers affected | 285 active members |
| Possible effect and wider | Unable to verify information being paid or reconcile with member year end information. |
| Actions taken to rectify breach | - 27/05/22 emailed Employer to request remittance |
| Outstanding actions (if any) | |
| Assessment of breach and brief | Remittance received 06/06/2022 |
| Reported to tPR | No |

| Ref | F70 | | Date entered in register | | 27 May 2022 |
|--|---|---------------|--|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | 31 May 2022 |
| Title of Br | each | No submission | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Cefn Mawr Community Council | | |
| Description and cause of breach A remittance advice detailing information in relation to contribution passibilities and cause of breach Submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline was received. | | | | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 3 active members | | |
| Possible 6 | effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions ta | Actions taken to rectify breach - 27/05/22 emailed Employer to request remittance | | | | |
| Outstandi | ng actions | s (if any) | | | |
| Assessment of breach and brief Remittance received 31/05/2022 | | | | | |
| Reported | to tPR | | No | | |

| Ref | F71 | | Date entered in register | | 27 May 2022 |
|---|-------------|---------------|--|-------|-------------|
| Status | Closed | | Date breached closed (if relevant) | | 30 May 2022 |
| Title of Br | each | No submissior | of contribution remittance advice | Owner | DF |
| Party which | ch caused | the breach | Churchills | | |
| Description and cause of breach A remittance advice detailing information in relation to contribution payments show submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no reminded was received. | | | | | |
| Category | affected | | Active members and employer | | |
| Numbers | affected | | 5 active members | | |
| Possible (| effect and | wider | Unable to verify information being paid or reconcile with member year end information. | | |
| Actions to | aken to rec | tify breach | - 27/05/22 emailed Employer to request remittance | | |
| Outstanding actions (if any) | | | | | |
| Assessme | ent of brea | ch and brief | Remittance received 30/05/2022 | | |
| Reported | to tPR | | No | | |

| Ref | F72 | | Date entered in register | | 27 May 2022 |
|-------------------------------|--------|---------------|------------------------------------|---------------|-------------|
| Status | Closed | | Date breached closed (if relevant) | (if relevant) | |
| Title of Breach No submission | | No submission | of contribution remittance advice | Owner | DF |
| Party which caused the breach | | | Connah Quay Town Council | | |

| Description and cause of breach | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no remittance advice was received. |
|---------------------------------|--|
| Category affected | Active members and employer |
| Numbers affected | 5 active members |
| Possible effect and wider | Unable to verify information being paid or reconcile with member year end information. |
| Actions taken to rectify breach | - 27/05/22 emailed Employer to request remittance |
| Outstanding actions (if any) | |
| Assessment of breach and brief | Remittance received 30/05/2022 |
| Reported to tPR | No |

| Ref | ef F73 C | | Date entered in register | | 27 May 2022 | |
|---------------------------------|-----------|---------------|--|-------|-------------|--|
| Status | Open | | Date breached closed (if relevant) | | | |
| Title of Breach No submission | | No submission | of contribution remittance advice | Owner | DF | |
| Party which | ch caused | the breach | Marchweil Community Council | | | |
| Description and cause of breach | | | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions relating to April 2022 were received within the deadline but no remittance advice was received. Previous breach F58 | | | |
| Category | affected | | Active members and employer | | | |
| Numbers | affected | | 1 active member | | | |
| Possible effect and wider | | | Unable to verify information being paid or reconcile with member year end information. | | | |
| Actions taken to rectify breach | | tify breach | - 27/05/22 emailed Employer to request remittance | | | |
| Outstanding actions (if any) | | | | | | |
| Assessment of breach and brief | | ch and brief | Town Clerk on sick leave. Payments are made by direct debit | | | |
| Reported to tPR | | | No | | | |

| Ref | F74 | | Date entered in register | | 27 May 2022 |
|---------------------------------|-------------|--------------|--|-------|-------------|
| Status Open | | | Date breached closed (if relevant) | | |
| Title of Breach Late payment | | | of contributions | Owner | DF |
| Party whi | ch caused | the breach | Ruthin Town Council | | |
| Description and cause of breach | | | Contributions must be paid by the 22nd (if BACs) or 19th (if cheque) of the month following the deductions. Contributions in relation to April 2022 were not received within the deadline. Previous breach F63 | | |
| Category | affected | | Active members and employer | | |
| Numbers affected | | | 1 active member | | |
| implications - Ass | | | Could expose employers to late payment interest charge. Assumptions regarding funding assume regular monthly payment; not adhering to this regulatory requirement could result in changed actuarial assumptions for the employer. | | |
| Actions taken to rectify breach | | | - 27/05/22 emailed Employer to request payment | | |
| Outstand | ing actions | (if any) | | | |
| Assessm | ent of brea | ch and brief | Deputy Head of Fund to try and contact Clerk 08/06/2022 | | |
| Reported to tPR | | | No | | |

| Ref | ef F75 | | Date entered in register | | 27 May 2022 |
|---------------------------------|------------|---------------|------------------------------------|-------|-------------|
| Status | tatus Open | | Date breached closed (if relevant) | | |
| Title of Breach No submission | | No submission | of contribution remittance advice | Owner | DF |
| Party which caused the breach F | | | Ruthin Town Council | | |

| Description and cause of breach | A remittance advice detailing information in relation to contribution payments should be submitted to CPF at the same point as the payment is made. Contributions and remittance relating to April 2022 were not received. Previous breach F64 |
|---------------------------------|---|
| Category affected | Active members and employer |
| Numbers affected | 1 active member |
| Possible effect and wider | Unable to verify information being paid or reconcile with member year end information. |
| Actions taken to rectify breach | - 27/05/22 emailed Employer to request remittance |
| Outstanding actions (if any) | |
| Assessment of breach and brief | Deputy Head of Fund to try and contact Clerk 08/06/2022 |
| Reported to tPR | No |

| Ref | F76 | | Date entered in register | | 27 May 2022 |
|--|--------------|------------|---|-----------------|--------------|
| Status | tus Closed | | Date breached closed (if relevant) | | 06 Jun 2022 |
| Title of Breach Late payment | | | of contributions O | wner | DF |
| Party whi | ch caused | the breach | Gresford Community Council | | |
| Description and cause of breach | | | Contributions must be paid by the 22nd (if BACs) or 19th (if cheque) of the month following the deductions. Contributions in relation to April 2022 were not received within the deadline. Previous breach F62 | | |
| Category affected | | | Active members and employer | | |
| Numbers affected | | | 1 active member | | |
| Possible (| effect and v | wider | - Could expose employers to late payment interest charge. | | |
| implications | | | Assumptions regarding funding assume regular monthly paym regulatory requirement could result in changed actuarial assum | • | <u> </u> |
| Actions taken to rectify breach | | | - 27/05/22 emailed Employer to request payment | | |
| Outstanding actions (if any) | | | | | |
| Assessment of breach and brief Employer of summary of rationale | | | Employer contributions received 26/05/2022. Employees contrib | butions receive | d 06/06/2022 |
| Reported to tPR | | | No | | |

| Ref | F77 | | Date entered in register | 27 May 2022 | |
|---------------------------------|--|-------------------|---|-------------|--|
| Status Open | | | Date breached closed (if relevant) | | |
| Title of Breach Late payment | | | of contributions Owner | DF | |
| Party whi | ch caused | the breach | North Wales Fire Service | | |
| Description and cause of breach | | | Contributions must be paid by the 22nd (if BACs) or 19th (if cheque) of the month following the deductions. Contributions in relation to April 2022 were not received within the deadline. | | |
| Category | affected | | Active members and employer | | |
| Numbers affected | | | 179 active members | | |
| implications - Assumption | | | Could expose employers to late payment interest charge. Assumptions regarding funding assume regular monthly payment; not adheregulatory requirement could result in changed actuarial assumptions for the | • | |
| Actions to | - 27/05/22 emailed Employer to request payment | | | | |
| Outstanding actions (if any) | | | | | |
| | ent of bread of rational | ch and brief e | Employer emailed 08/06/2022 requesting a call to resolve the issue. They had a new payroll and finance sytem in April. Payment for April had been missed but was now to be made as a matter of urgency. | | |
| Reported to tPR | | | No | | |