

The Pensions Regulator

Breaches of Law (Disclosure breach)

| Your scheme details: |
|--|
| The National Health Service Pension Scheme (Scotland) 2015 |

1. Introduction

The details on the following pages are taken from the Breach of Law: Disclosure breach submitted on 30 September 2022 at 11:15 AM.

These details were submitted by

2. Scheme details

| Scheme details | |
|----------------|--|
| Scheme name | The National Health Service Pension Scheme (Scotland) 2015 |
| PSR number | 10276706 |
| Benefit type | Defined benefit |
| Address | Scottish Public Pension Agency 7 Tweedside Park Tweedbank GALASHIELS TD1 3TE United Kingdom |

3. Breach of law details

| Breach of law details | |
|---|--|
| Breach details | |
| Breach date | 31/08/2022 |
| What type of disclosure has been breached? | s.14 4(a) Public Services Pensions Act |
| Details of the breach | <p>Since 2011 SPPA has calculated and produced annual benefit statements (ABS) for eligible members of NHS schemes. Statements have been calculated in accordance with the Public Service Pensions Act 2013 Section 14 (1): the 'scheme manager for a scheme under section 1 which is a defined benefits scheme to provide benefit information statements to each person in pensionable service under the scheme in accordance with this section'.</p> <p>For NHS scheme members these ABS are accessed online via 'My Pension' member services. The statement shows the accrued benefits up to 31 March 2022. SPPA have reported themselves to The Pensions Regulator for failing to make 100% of Benefit Statements available to members by 31 August 2022.</p> <p>A number of issues have arisen that have prevented the bulk benefit statement calculation from running across 100% of members. As at 31 August 2022, 175804 of 186114 active eligible members (94.46%) had a statement made available to them.</p> <p>The remaining 10310 did not have a statement available to them as at 31 August 2022.</p> |
| Rectifying the breach | |
| Has this breach been rectified? | No |
| What steps are being taken to rectify the breach? | <p>For unprotected members SPPA will carry out investigation to group these members into similar issue types (i.e. missing/inaccurate data or technical) to enable resolutions to be identified, which will enable the members' ABS to be calculated. Assistance from the system provider (Heywood) may be required for some of the technical issues.</p> <p>For unprotected Practitioner members, SPPA will carry out investigation to group these members into similar issue types (i.e. missing/inaccurate data or technical) to enable resolutions to be identified, which will enable the members' ABS to be calculated. A set of calculators will be used to deliver the remaining ABS due to their Pension Administrative System not being capable of delivering this functionality.</p> <p>The plan is to resolve the majority of the outstanding issues for members by 31 October 2022 at which point the recovery project will close. Any member who we have not been able to produce a statement for subsequently requests a benefit statement will be provided with a manual ABS as per our business as usual process.</p> |
| What are the timescales for completion? | 31 October 2022 |
| Additional breaches or any other information | |

| | |
|--|--|
| Breach details or additional information | Scheme members have been informed via our Member On-line Portal that the remainder of the outstanding statements that are still due to be issued are currently being worked on and that every effort is being made to provide those affected with their ABS as soon as possible. We will comply with any member's requests in the meantime by manually generating a statement. |
|--|--|

4. Trustee/Scheme Manager details

| Trustee/Scheme Manager details | |
|---------------------------------------|---|
| Company name | Scottish Public Pensions Agency |
| Title | Mr |
| First name | David |
| Surname | Robb |
| Type of trustee | Other |
| Direct telephone number | |
| Email address | |
| Address | Scottish Public Pensions Agency Tweedside Park Tweedbank GALASHIELS Selkirkshire TD1 3TE United Kingdom |

5. Reporter(s) details

| Reporter's details | |
|----------------------------------|---|
| Title | |
| First name | |
| Surname | |
| Role in scheme | Scheme administrator |
| Role in scheme - further details | None |
| Direct telephone number | |
| Email address | |
| Address | Scottish Public Pensions Agency Tweedside Park Tweedbank GALASHIELS Selkirkshire TD1 3TE United Kingdom |

The Pensions Regulator

Breaches of Law (Disclosure breach)

| Your scheme details: |
|--|
| The National Health Service Superannuation Scheme For Scotland |

1. Introduction

The details on the following pages are taken from the Breach of Law: Disclosure breach submitted on 29 September 2022 at 11:39 AM.

These details were submitted by

2. Scheme details

| Scheme details | |
|----------------|---|
| Scheme name | The National Health Service Superannuation Scheme For Scotland |
| PSR number | 10038489 |
| Benefit type | Defined benefit |
| Address | Scottish Public Pensions Agency 7 Tweedside Park Tweedbank GALASHIELS Selkirkshire TD1 3TE United Kingdom |

3. Breach of law details

| Breach of law details | |
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| Breach details | |
| Breach date | 31/08/2022 |
| What type of disclosure has been breached? | s.14 4(a) Public Services Pensions Act |
| Details of the breach | <p>Since 2011 SPPA has calculated and produced annual benefit statements (ABS) for eligible members of NHS schemes. Statements have been calculated in accordance with the Public Service Pensions Act 2013 Section 14 (1): the 'scheme manager for a scheme under section 1 which is a defined benefits scheme to provide benefit information statements to each person in pensionable service under the scheme in accordance with this section'.</p> <p>For NHS scheme members these annual benefit statement are accessed online via 'My Pension' member services. The statement shows the accrued benefits up to 31 March 2022. SPPA have reported themselves to The Pensions Regulator for failing to make 100% of Benefit Statements available to members by 31 August 2022.</p> <p>A number of issues have arisen that have prevented the bulk benefit statement calculation from running across 100% of members. As at 31 August 2022, 8449 of 8702 active eligible members (97.09%) had a statement made available to them. The remaining 253 did not have a statement available to them as at 31 August 2022.</p> |
| Rectifying the breach | |
| Has this breach been rectified? | No |
| What steps are being taken to rectify the breach? | <p>For protected officer members, SPPA will carry out investigation to group these members into similar issue types (i.e. missing/inaccurate data or technical) to enable resolutions to be identified, which will enable the members' ABS to be calculated. Assistance from the system provider (Heywood) may be required for some of the technical issues.</p> <p>For protected Practitioners, SPPA will carry out investigation to group these members into similar issue types (i.e. missing/inaccurate data or technical) to enable resolutions to be identified, which will enable the members' ABS to be calculated. A set of calculators will be used to deliver the remaining ABS due to their Pension Administrative System not being capable of delivering this functionality.</p> <p>The plan is to resolve the majority of the outstanding issues for members by 31 October 2022 at which point the recovery project will close. Any member who we have not been able to produce a statement for subsequently requests a benefit statement will be provided with a manual ABS as per our business as usual process.</p> |
| What are the timescales for completion? | 31 October 2022 |
| Additional breaches or any other information | |

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| Breach details or additional information | Scheme members have been informed via our Member On-line Portal that the remainder of the outstanding statements that are still due to be issued are currently being worked on and that every effort is being made to provide those affected with their ABS as soon as possible. We will comply with any member's requests in the meantime by manually generating a statement. |
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4. Trustee/Scheme Manager details

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| Company name | Scottish Public Pensions Agency |
| Title | Mr |
| First name | David |
| Surname | Robb |
| Type of trustee | Other |
| Direct telephone number | |
| Email address | |
| Address | Scottish Public Pensions Agency Tweedside Park Tweedbank GALASHIELS Selkirkshire TD1 3TE United Kingdom |

5. Reporter(s) details

| Reporter's details | |
|----------------------------------|---|
| Title | |
| First name | |
| Surname | |
| Role in scheme | Scheme administrator |
| Role in scheme - further details | None |
| Direct telephone number | |
| Email address | |
| Address | Scottish Public Pensions Agency Tweedside Park Tweedbank GALASHIELS Selkirkshire TD1 3TE United Kingdom |