Date	Category	Description and cause of breach	Possible effect of breach and wider implications	Reaction of relevant parties to the breach	Reported/Not reported (with justification if not reported and dates)	Traffic light colour	Outcome of report and or investigation s	Outstanding actions	Comments
01-Oct-17	Administration Immaterial	(not the Council) to obtain a report from a Registered Medical Practitioner	I -	Member contacted the Pensions Team on 9 April 2015. Deferred benefits sent out 26 April 2017. Internal Dispute Resolution Procedure application received on 19 January 2018.	Pensions		Stage 1 complaint upheld on 1 May 2018. Compensatio n payment of £500.00 made 28 March 2019 for failure to notify benefits within required timescales. Stage 2 complaint upheld on 1 November 2019. Pension Ombudsman has closed the case as the member has now settled with her employer.		
Aug-19	Administration	Failure to produce 100% of Annual Benefit Statement notifications	Members and former members do not receive have up to date information on the value of their LGPS benefits affecting their ability to make informed decisions around pension provision. Non-compliance with LGPS regulations timescales. Member has been unable to check personal data is complete and accurate or that the correct contributions have been credited.	Error reports identified members without statements which the technical team checked. Some had not required a statement as they had not passed an increase date. The remainder had the issues resolved and statements were sent out.	identified through error reports and resolved. Statements were sent to all individuals where a statement was required. No further action		Not reported. Only 3.36% for active and 2% for deferred members not issued. The issues are being addressed so that notification s can be sent.		

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Aug-20	Administration	Failure to	Members and	Error reports	The matter	Not	
		produce 100% of	former members	identified	was not	reported.	
		Annual Benefit	do not receive	members	referred to the	Only 2.12%	
		Statement	have up to date	without	Pensions	for active	
		notifications	information on the		Regulator. All	and 0.27%	
			value of their LGPS		the issues	for deferred	
			benefits affecting	technical team	were	members	
			their ability to	checked.	identified	not issued.	
			make informed	There was an	through error	The issues	
			decisions around	error	reports and	are being	
			pension provision.	suppressing	are being	addressed	
			Non-compliance	ABS for	resolved.	so that	
			with LGPS		Statements	notification	
			regulations	age 65 and	have been or	s can be	
			timescales.	under NPA.	are being sent	sent.	
			Member has been	The technical	to all		
			unable to check	team issued	individuals		
			personal data is	98.69% of the	where a		
			complete and	statements	statement was		
			accurate or that	due. They are	required.		
			the correct	continuing to			
			contributions have				
			been credited.	remainder.			
1	1						
Jan-21	Administration	Failure to inform	Members and	Historical	The issue has	Not	
Jan-21	Administration	100% of scheme	Members and former members	backlog is		Not reported to	
Jan-21	Administration	100% of scheme members of their	Members and former members do not receive	backlog is impacting	The issue has been identified and	Not reported to The	
Jan-21	Administration	100% of scheme members of their calculated benefits	former members do not receive	backlog is	been	reported to	
Jan-21	Administration	100% of scheme members of their	former members	backlog is impacting performance. Contract has now been	been identified and action taken	reported to The Pensions	
Jan-21	Administration	100% of scheme members of their calculated benefits (refund or	former members do not receive have up to date	backlog is impacting performance. Contract has now been awarded to	been identified and	reported to The	
Jan-21	Administration	100% of scheme members of their calculated benefits (refund or deferred) –	former members do not receive have up to date information on the	backlog is impacting performance. Contract has now been	been identified and action taken to rectify it.	reported to The Pensions	
Jan-21	Administration	100% of scheme members of their calculated benefits (refund or deferred) –	former members do not receive have up to date information on the value of their LGPS benefits affecting	backlog is impacting performance. Contract has now been awarded to Hymans Robertson to provide	been identified and action taken to rectify it. Outsourcing the historical	reported to The Pensions	
Jan-21	Administration	100% of scheme members of their calculated benefits (refund or deferred) –	former members do not receive have up to date information on the value of their LGPS	backlog is impacting performance. Contract has now been awarded to Hymans Robertson to provide administration	been identified and action taken to rectify it. Outsourcing the historical backlog leaves	reported to The Pensions	
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Jan-21	Administration	100% of scheme members of their calculated benefits (refund or deferred) –	former members do not receive have up to date information on the value of their LGPS benefits affecting their ability to make informed decisions around	backlog is impacting performance. Contract has now been awarded to Hymans Robertson to provide administration services to clear this backlog, which is currently in the	been identified and action taken to rectify it. Outsourcing the historical backlog leaves greater administrative	reported to The Pensions	
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