

## Essex Pension Fund Risk Register

## Investment Risks

**DRAFT**

[illegible]

**DRAFT**

[illegible]

DRAFT

Administration	Deliver a high quality, friendly and informative service to all beneficiaries, potential beneficiaries and employers at the point of need		Failure to collect pension contributions in line with regulatory guidelines	Directorate threat	Regulatory compliance	2	4	8	ensure all employers have appropriate training, do sample checks								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Failure to maintain proper records leading to inadequate data	Service threat	Governance	2	4	8	ensure all employers have appropriate training, do sample checks								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Failure to deal with complaints appropriately	Directorate threat	Customer/Stakeholder related	2	2	4	ensure all employers have appropriate training, do sample checks , review IDRP process								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Incorrect calculation of members benefits through, for example, inadequate testing of systems	Service threat	IS (Technological)	1	3	3	fully test systems before usage and have agreed sign off procedure								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Failure to pay pensions accurately	Service threat	Financial	1	4	4									
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		If security systems are not improved, data files could be sent to wrong e-mail address	Directorate threat	IS (Technological)	4	3	12	Put appropriate security systems in place to ensure correct use of data files								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Failure to properly document processes and procedures	Directorate threat	Governance	2	3	6	Document processes and procedures								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Failure or lack of policy and/or procedures for dealing with errors and omissions	Directorate threat	Governance	2	2	4	Document processes and procedures including dealing with errors and omissions								
Administration	Ensure benefits are paid to, and income collected from, the right people at the right time in the right amount		Excessive costs of administration lead to higher employer costs and loss of reputation	Directorate threat	Financial	2	3	6	benchmark costs against other Funds and target improvement in costs, measure performance regularly								
Administration	Data is protected to ensure security and authorised use only		Loss of records leads to inability to comply with regulation and additional costs.	Service threat	Governance	2	4	8									
Communications Risks																	
Communications	Communicate in a friendly, expert and direct way to our stakeholders, treating all our stakeholders equally		Increased work load for pension team if communications not clear and easily understood	Service threat	Customer/Stakeholder related	2	2	4	test new communications with non pension staff before issue								
Communications	Communicate in a friendly, expert and direct way to our stakeholders, treating all our stakeholders equally		Issuing incorrect or inaccurate member communications	Service threat	Customer/Stakeholder related	1	4	4	put in place rigorous sign off procedure so all material checked by competent person								
Communications	Communicate in a friendly, expert and direct way to our stakeholders, treating all our stakeholders equally		Failure to maintain employer database leading to information being lost or sent to wrong person	Directorate threat	IS (Technological)	2	4	8	delegate responsibility for maintaining database to named individual								
Communications	Ensure our communications are simple, relevant and impactful		Communications are too simple, some members may misinterpret entitlements and 'sue'	Directorate threat	Financial	1	4	4	test new communications with non pension staff before issue								
Communications	Ensure our communications are simple, relevant and impactful		Risk of misunderstanding by members of the benefits provided	Directorate threat	Customer/Stakeholder related	2	2	4	communication plan to provide opportunities for member q&a and clear benefit statements								
Communications	Ensure our communications are simple, relevant and impactful		Pension Ombudsman cases hard to defend if communications not clear and can demonstrate delivery to members	Directorate threat	Financial	1	4	4	map how all communications are issued and understand the risk of non delivery eg via employers								
Communications	Deliver information in a way that suits all types of stakeholder		Risk some members may not receive relevant communications if range of communication cut due to cost	Service threat	Customer/Stakeholder related	3	3	9	Ensure in communication plan that maps required communications and this is used as cross ref before cuts made								
Communications	Deliver information in a way that suits all types of stakeholder		Discrimination cases if information not supplied in suitable format	Directorate threat	Financial	1	4	4	Check all literature /communications compliant wit legal requirements								
Communications	Deliver information in a way that suits all types of stakeholder		Failure to include all required information in documents issued to members under disclosure regulations	Directorate threat	Regulatory compliance	2	4	8	formulate checklists for ensuring all required information is disclosed.								
Communications	Aim for full appreciation of the pension scheme benefits by all scheme members and prospective scheme members		Opt out rate increases above accepted rate of x% if members don't appreciate scheme benefits	Directorate threat	Customer/Stakeholder related	2	4	8	monitor opt out rates and survey opt out for reasons for decision								