

Single Scheme Administration Project

Quarterly Bulletin – Issue 10

September 2018



Welcome

Welcome to the tenth quarterly bulletin on the Single Scheme Administration Project. This bulletin aims to share relevant information with all administrators involved in the operation of the Single Public Service Pension Scheme.

This bulletin includes an update on training workshops planned for later this year and details of new resources that have been added to the Single Scheme website.

Forthcoming Training Workshops

We are continuing to deliver a programme of training workshops in conjunction with Public Affairs Ireland (PAI).

Training Module A - Recruitment and Onboarding Activities

In October 2018, we are planning a limited re-run of the half-day Single Scheme Recruitment and Onboarding Activities module, previously delivered in 2017. This particular module is aimed primarily at HR or pensions administrators that have day-to-day operational responsibility for assigning new joiners or re-joiners to the correct pension scheme.

Please note that spaces will only be confirmed for administrators who did not attend this module in 2017. Invitations will issue in the coming days and will set out the details on how to register.

Training Modules D and E - Retirement and Death Benefit Administration

In November and December 2018, we are planning to deliver two new modules over the course of a full-day, focussed on Single Scheme Retirements and Death Benefit administration. These modules are aimed primarily at HR or pensions administrators that have day-to-day operational responsibility for processing Single Scheme retirement or death claims for their organisation. Invitations for these modules will issue in early October and they will also be repeated in early 2019.

We would appreciate your assistance in ensuring that training invitations, once issued, reach the appropriate colleagues with responsibility for day-to-day Single Scheme administration within your organisation.

Reminder – Data Protection

All administrators are reminded **NOT TO INCLUDE ANY PERSONAL INFORMATION RELATING TO MEMBERS** in any queries you submit to DPER. Queries should be forwarded on an anonymised basis only. Personal data should also not be included with banking remittance details, in the filename of any attachments appended to e-mails or in the email subject line.

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Website Resources

A reminder that many administrator resources are available in the Employers' area of the dedicated Single Scheme website www.singlepensionscheme.gov.ie. This should be your first port of call with any queries before making contact with DPER. In particular, the [Administrator FAQ document](#) provides guidance on the majority of operational queries that arise. To date, 63% of queries received from Relevant Authority administrators, were fully addressed by existing website content.

Recent updates include:

<p>Cost Neutral Early Retirement Tool NEW!</p>	<p>This excel-based tool will assist administrators in calculating the specific pension and lump-sum actuarial reduction factors to be applied to a member's accrued pension and lump sum benefits. Administrators should in the first instance refer to Circular 18 of 2017 which sets out the eligibility requirements for Single Scheme members who wish to avail of Cost Neutral Early Retirement.</p>
<p>Training Resource Section NEW!</p>	<p>As part of the Toolkits Section of the website, a dedicated training resources page has been added where administrators can locate:</p> <ul style="list-style-type: none"> • softcopies of training manuals provided at previous training events • a "Common Queries" document which provides guidance on operational issues raised by administrators at the training sessions run earlier in the year.
<p>Single Scheme Estimator Tool</p>	<p>The Single Scheme Estimator Tool for standard accrual members was published in May 2018 along with an associated At a Glance Guide explaining to members how to use the tool. Administrators are encouraged to provide a local website link to this resource, noting that any outputs from the tool DO NOT replace the requirement for employers to provide Annual Benefit Statements to members.</p> <p>As this resource is updated periodically, it is important that it is accessed online rather than saving a copy of the tool locally.</p>

Databank Development

The technical work associated with the development of the Single Scheme Databank is progressing in Q3 with the Databank expected to commence onboarding of organisations from Q4. In tandem with this, an assessment of each organisation's likely readiness to onboard is underway. A reminder that advanced drafts of the Single Scheme Databank Templates that each relevant authority will need to populate, when requested, were circulated last December. Each organisation should be progressing the work needed to complete these templates for submission to the Single Scheme Databank when requested by DPER.

Long-Term Design Workshops

A series of workshops, involving representatives from all sectors of the public service, will kick-off from mid-September. The focus will be on capturing detailed requirements for all aspects of Single Scheme administration from hire to retire. This will help determine if a single set of processes can be defined for all sectors. Work on the data and technology requirements will be progressed in tandem, all aiding the definition of what a future shared administrative model could look like. Further information on progress will be shared in the December bulletin.

For further information or to be added to/removed from the circulation list, please email singleschemequeries@per.gov.ie. Please include your Relevant Authority identification number in any correspondence and ensure any data is anonymised.