

## A-Day

### The Challenge

In the Finance Acts of 2004 and 2005, pensions simplification legislation brought about some of the most far-reaching changes to UK pensions in recent times. These changes were to be introduced in April 2006, known as 'A-Day'. Prior to A-Day, many people working in Local Government Pension Schemes (LGPS) were concerned about the fact that the final details of the scheme regulations had not been announced, therefore leaving very little time for systems to be subsequently updated.

### The Solution

As it was clear from late 2005 that the final regulations would not be ready in time, *heywood* took a proactive approach to ensuring that local authorities would have their systems updated and fully compliant in time.

When the LGPS rule changes were delayed prior to A-Day, we were already working closely with the Department for Work and Pensions and HMRC and were therefore aware of the potential delay to the new regulations. This also meant we could also establish that there were three options that remained to be decided and we understood the detailed solutions to all three. Our solution was to use our configuration tools to create three versions of the new rule base, one for each undecided option. When the final decision was announced, as late as was predicted, all *heywood* had to do was to inform clients to set a single flag on a pre-delivered table to ensure that the correct version of the regulations was implemented on their system.

### The Benefits

This pro-active approach meant that despite the late notification of the final regulations, which many suppliers could only react to after the event, 102 *heywood* clients received their legislative updates on time and remained fully compliant throughout.

### The Lessons

The partnership approach to client relationships, whilst seemingly an obvious one, clearly is not prevalent amongst *heywood's* competitors in this sector. As evidenced by current press coverage, other LGPS clients are already predicting that the next round of regulatory change, due for delivery in 2008, will also be late. It is clear from the articles and comments circulating that they weren't so lucky with their suppliers over their A-Day changes, thus providing clear evidence in the market that *heywood's* partnership with the CLASS Group sets the standard for customer excellence in the public sector.

### *heywood*

*heywood* is part of *aquilaheywood*, the leading supplier of pensions administration software solutions. Our solutions are used to administer pensions for over nine million individuals, across more than 200 commercial and public sector organisations. *heywood* implements and supports solutions for in-house company schemes, and public sector schemes including local and central government.

For more information on *heywood* or to request a software demonstration, contact Pat Marchbank, Client Service Director on 0161 613 4226 or email: [pat.marchbank@heywood.co.uk](mailto:pat.marchbank@heywood.co.uk)

**"The first six months of my chairmanship of the Police and Fire CLASS have been interesting and illuminating. Having to deal with a variety of IT suppliers in my role at LPFA it is very refreshing to work, at this level, with one like *heywood* that takes such a proactive role in dealing with issues of importance to users."**

Jeff Houston, Assistant Director of Corporate Resources, London Pensions Fund Authority, and Police and Fire CLASS Group Chairman