## **ITEM 16**

#### North Yorkshire County Council

### Pension Board

## 19 July 2018

#### Work Programme

#### **1.0** Purpose of the Report

To detail the areas of planned work by the Pension Board

#### 2.0 Future Activity

Previous reports to the Board have set out a number of areas that could be identified as potential priority areas of work for Board Members to provide scoping reports to subsequent meetings.

It is expected that progress updates, on the previously identified project areas, highlighted below, will have been submitted for consideration at today's meeting:-

- 1. Management, administration and governance process and procedure.
- 2. Development of improved customer services.

### 3. Scheme Member and employer communications.

Resources will be made available, via relevant Officers, to assist Board Members with their approach to the development of issues.

Members are asked to consider further areas, highlighted in the work programme, in which they would like to undertake in-depth consideration, and provide scoping reports to future meetings, in relation to the development of any issues.

## 3.0 Recommendations

That members:

- i) Review and agree any updates to the Work Plan (as set out in Appendix 1);
- ii) Consider further subject areas for taking topics forward, consider leading on these, and providing a short scoping report to future meetings;
- iii) Consider and request (via the Clerk) supporting resources which may be required to take the reviews forward.

Barry Khan Assistant Chief Executive (Legal and Democratic Services) County Hall Northallerton

**Background Papers - None** 

## PENSION BOARD WORK PLAN

1       Agree plan for the year       ✓       ✓       ✓         2       Review Terms of Reference       ✓       ✓       ✓       ✓         3       Review performance against the plan       ✓       ✓       ✓       ✓         4       Report to Scheme Advisory Board / MHCLG       ✓       ✓       ✓       ✓         5       Report to Scheme Advisory Board / MHCLG       ✓       ✓       ✓       ✓         6       Review the compliance on scheme employers       ✓       ✓       ✓       ✓         7       Review the countene of internal audit reports       ✓       ✓       ✓       ✓         10       Review the outcome of external audit reports       ✓       ✓       ✓       ✓       ✓         11       Review the counter of particular issues on request of the PFC – as       ✓			18-Jan- 18	12-Apr- 18	19-Jul- 18	11-Oct- 18	24-Jan- 19	11-Apr- 19	
3       Review performance against the plan       ✓	1	Agree plan for the year	$\checkmark$				✓		
A       Report to the PFC / NYCC       ✓ </td <td>2</td> <td></td> <td><math>\checkmark</math></td> <td></td> <td></td> <td></td> <td>✓</td> <td></td> <td></td>	2		$\checkmark$				✓		
4       Report to the PFC / NYCC       ✓ </td <td>3</td> <td>Review performance against the plan</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td></td>	3	Review performance against the plan	✓	✓	✓	✓	✓	✓	
5       Report to Scheme Advisory Board / MHCLG       ✓ <td>4</td> <td></td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td></td>	4		✓	✓	✓	✓	✓	✓	
6       Review regular compliance of scheme employers       ✓       ✓       ✓       ✓         7       Review the compliance of scheme employers	5			✓	✓				
6       Review regular compliance of scheme employers       ✓       ✓       ✓       ✓         7       Review the compliance of scheme employers									
7       Review the compliance of scheme employers         8       Review the outcome of internal audit reports       ✓       ✓         9       Review the outcome of internal audit reports       ✓       ✓       ✓         10       Review the outcome of internal audit reports       ✓       ✓       ✓       ✓         11       Review the outcome of acternal audit reports       ✓       ✓       ✓       ✓         11       Review the outcome of actuarial reporting and valuations – every three       ✓       ✓       ✓         12       required       ✓       ✓       ✓       ✓       ✓         12       required       ✓       ✓       ✓       ✓       ✓       ✓       ✓         13       Review the outcome of actuarial reporting and valuations – every three       ✓       <									
8       Review such documentation as is required by the Regulations       ✓<				✓		✓		~	
9       Review the outcome of internal audit reports       -	-								
10       Review the outcome of external audit reports       ✓       ✓         11       Review the outcome of particular issues on request of the PFC – as required       ✓       ✓         12       required       ✓       ✓       ✓         14       Assist with compliance of particular issues on request of the PFC – as required       ✓       ✓         14       Assist with compliance with the UK Stewardship Code       ✓       ✓       ✓         26       Assist with compliance or porcedures/processes-including monitoring performance admin/governance procedures/processes-including monitoring       ✓       ✓         15       performance admin/governance procedures/processes       ✓       ✓       ✓         16       Monitor complaints and performance       ✓       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓         18       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓         20       Review the exercise of administering authority discretions       ✓       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓       ✓       ✓         22       Review tre reker egister and management of risk processe									
11       Review annual report       ✓       ✓         Review the compliance of particular issues on request of the PFC – as       ✓       ✓         Review the outcome of actuarial reporting and valuations – every three       ✓       ✓         14       Assist with compliance with the UK Stewardship Code       ✓       ✓         14       Assist with compliance with the UK Stewardship Code       ✓       ✓         24       Assist with compliance admin/governance procedures/processes-including monitoring       ✓       ✓         15       performance admin/governance       ✓       ✓       ✓         16       Monitor compliants and performance       ✓       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓         18       Review the secricise of employer and administering authority discretions       ✓       ✓       ✓         20       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓       ✓         23       Monitor investment costs       ✓       ✓       ✓       ✓       ✓       ✓         24       procedure       ✓ <td< td=""><td></td><td></td><td><math>\checkmark</math></td><td>✓</td><td>✓</td><td></td><td>✓</td><td>~</td><td></td></td<>			$\checkmark$	✓	✓		✓	~	
1       Normation of particular issues on request of the PFC – as required         12       required         Review the compliance of particular issues on request of the PFC – as required       1         13       years       1         14       Assist with compliance with the UK Stewardship Code       ✓         14       Assist with compliance with the UK Stewardship Code       ✓         Administration procedures and performance       ✓       1         15       performance admin/governance       ✓         16       Monitor complaints and performance       ✓         17       Review the Internal Dispute Resolution Process       1         18       Review the implementation of revised policies and procedures       ✓         20       Review the exercise of employer and administering authority discretions       ✓         21       Assist with the development of improved customer services           22       Review the risk register and management of risk processes and       ✓       ✓          23       Monitor investment costs             24       Assist with the development of improved structures and policies             24       Assist in assessing process improvements on r		•				✓			
12       required       Image: constraint of the cons	11				✓				
13       years	12								
14       Assist with compliance with the UK Stewardship Code       ✓       ✓       ✓       ✓       ✓         Administration procedures and performance        ✓       ✓       ✓       ✓         15       performance admin/governance procedures/processes-including monitoring       ✓       ✓       ✓       ✓         16       Monitor complaints and performance       ✓       ✓       ✓       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓       ✓       ✓         18       Review the Internal Dispute Resolution Process       ✓       ✓       ✓       ✓       ✓         20       Review the Internal Dispute Resolution Process       ✓ <td></td> <td>Review the outcome of actuarial reporting and valuations – every three</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		Review the outcome of actuarial reporting and valuations – every three							
Administration procedures and performance       Image: Constraint of the service of the performance procedures/processes-including monitoring       Image: Constraint of the service of the performance         16       Monitor complaints and performance       Image: Constraint of the service of the performance       Image: Constraint of the service of the performance of the service of the performance of the service of the performance of the service of the appointment of advisors and suppliers       Image: Constraint of the service of the service of the appointment of advisors and suppliers       Image: Constraint of the service of the appointment of advisors and suppliers       Image: Constraint of the service of the appointment of risk processes and the procedure of the appointment of risk processes and the procedure of the appointment of risk processes and the assist with the development of improved structures and policies       Image: Constraint of the appointment of the processes and the assist with the development of improved structures and policies       Image: Constraint of the appointment of the processes and the assist with the development of improved structures and policies       Image: Constraint of the appoint of the processes and the assist in assessing process improvements on request of PFC       Image: Constraint of the appoint of the processes         28       Pooling arrangements and governance       Image: Constraint of the appoint of the appointes and the appoint of the appoint of the appoint of the appoint of									
Review admin/governance procedures/processes-including monitoring       ✓       ✓         15       performance admin/governance       ✓       ✓         16       Monitor complaints and performance       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓         18       Review the implementation of revised policies and procedures       ✓       ✓       ✓         20       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓         22       Review the risk register and management of risk processes and       ✓       ✓       ✓         23       Monitor investment costs       ✓       ✓       ✓       ✓         24       procedure       ✓       ✓       ✓       ✓       ✓         24       procedure       ✓       ✓       ✓       ✓       ✓       ✓         26       Assist with the development of improved structures and policies       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓ <td>14</td> <td>Assist with compliance with the UK Stewardship Code</td> <td><math>\checkmark</math></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	14	Assist with compliance with the UK Stewardship Code	$\checkmark$						
Review admin/governance procedures/processes-including monitoring       ✓       ✓         15       performance admin/governance       ✓       ✓         16       Monitor complaints and performance       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓         18       Review the implementation of revised policies and procedures       ✓       ✓       ✓         20       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓         22       Review the risk register and management of risk processes and       ✓       ✓       ✓         23       Monitor investment costs       ✓       ✓       ✓       ✓         24       procedure       ✓       ✓       ✓       ✓       ✓         24       procedure       ✓       ✓       ✓       ✓       ✓       ✓         26       Assist with the development of improved structures and policies       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓ <td>Administ</td> <td>tration procedures and performance</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Administ	tration procedures and performance							
15       performance admin/governance       ✓       ✓       ✓       ✓         16       Monitor complaints and performance       ✓       ✓       ✓       ✓         17       Review the Internal Dispute Resolution Process       ✓       ✓       ✓       ✓         18       Review cases referred to the Pensions Ombudsman       ✓       ✓       ✓       ✓         19       Review the implementation of revised policies and procedures       ✓       ✓       ✓       ✓         20       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓       ✓       ✓         22       Review processes for the appointment of advisors and suppliers       ✓       ✓       ✓       ✓       ✓         23       Monitor investment costs       ✓									
17       Review the Internal Dispute Resolution Process       Image: Constraint of the Pensions Ombudsman         18       Review cases referred to the Pensions Ombudsman       Image: Constraint of the Pensions Ombudsman         19       Review the implementation of revised policies and procedures       Image: Constraint of the Pensions Ombudsman         20       Review the implementation of revised policies and procedures       Image: Constraint of the Pensions Ombudsman         20       Review the exercise of employer and administering authority discretions       Image: Constraint of the Pensions Ombudsman         20       Review the exercise of employer and administering authority discretions       Image: Constraint of the Pensions Ombudsman         21       Assist with the development of improved customer services       Image: Constraint of the Pensions on the Pension Board knowledge and skills self assestement      <	15				$\checkmark$				
18       Review cases referred to the Pensions Ombudsman	16	Monitor complaints and performance							
19       Review the implementation of revised policies and procedures   <	17	Review the Internal Dispute Resolution Process							
20       Review the exercise of employer and administering authority discretions       ✓       ✓       ✓         21       Assist with the development of improved customer services       ✓       ✓       ✓         22       Review processes for the appointment of advisors and suppliers       ✓       ✓       ✓         23       Monitor investment costs       ✓       ✓       ✓       ✓         24       procedure       ✓       ✓       ✓       ✓       ✓         25       Assist with the development of improved structures and policies       ✓       ✓       ✓       ✓         26       Assist with asset voting and engagement processes       ✓       ✓       ✓       ✓       ✓         27       Assist with asset voting and engagement processes       ✓       ✓       ✓       ✓       ✓       ✓         28       Pooling arrangements and governance       ✓ <td< td=""><td>18</td><td>Review cases referred to the Pensions Ombudsman</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	18	Review cases referred to the Pensions Ombudsman							
21       Assist with the development of improved customer services	19	Review the implementation of revised policies and procedures							
21       Assist with the development of improved customer services <td>20</td> <td>Review the exercise of employer and administering authority discretions</td> <td></td> <td></td> <td>✓</td> <td></td> <td></td> <td></td> <td></td>	20	Review the exercise of employer and administering authority discretions			✓				
22       Review processes for the appointment of advisors and suppliers       Image: Constraint of the appointment of advisors and suppliers         23       Monitor investment costs       Image: Constraint of the appointment of risk processes and proceedure       Image: Constraint of the appointment of the appointment of risk processes and proceedure       Image: Constraint of the appointment of the appointment of the appointment of the appointment of risk processes and proceedure       Image: Constraint of the appointment of appointment of the appoin	21								
23       Monitor investment costs       Image: Cost of the second	22								
24       procedure       ✓	23								
24       procedure       ✓		Review the risk register and management of risk processes and							
26       Assist in assessing process improvements on request of PFC       Image: Constraint of the system o	24		$\checkmark$		$\checkmark$		$\checkmark$		
27       Assist with asset voting and engagement processes       Image: style	25	Assist with the development of improved structures and policies							
28       Pooling arrangements and governance       Image: Comparison of the second sec	26	Assist in assessing process improvements on request of PFC							
Solution       Solution <td< td=""><td>27</td><td>Assist with asset voting and engagement processes</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	27	Assist with asset voting and engagement processes							
29       Review scheme member and employer communications       Image: Communication in the i	28	Pooling arrangements and governance	✓	✓	<ul> <li>✓</li> </ul>	✓	<ul> <li>✓</li> </ul>	✓	
29       Review scheme member and employer communications       Image: Communication in the i	Commun	pications							
Image: Training       Image: Training       Image: Training       Image: Training         30       Review Pension Board knowledge and skills self assessment       Image: Image: Training       Image: Image: Training         31       Review training log       Image: Image: Training       Image: Image: Training       Image: Image: Training									
30Review Pension Board knowledge and skills self assessment✓✓✓31Review training log✓✓✓✓	29								
31         Review training log         ✓	Training			ı	ı	ı	ı	· · · · · · · · · · · · · · · · · · ·	·
31         Review training log         ✓	30	Review Pension Board knowledge and skills self assessment		$\checkmark$	$\checkmark$		$\checkmark$		
	31		$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	
	32	Review training arrangements for the Board and other groups	$\checkmark$	$\checkmark$	✓	$\checkmark$	✓	✓	

# **APPENDIX 1**

