

North Yorkshire County Council

Pension Fund Committee

13 September 2019

Administration Report

Report of the Treasurer

1. Purpose of the Report

- 1.1. To provide Members with information relating to the administration of the Fund over the year to date and to provide an update on key issues and initiatives which impact the administration team.

2. Admission Agreements & New Academies

- 2.1. The latest position relating to Admission Agreements and academy conversions are shown in **Appendix 1**. The numbers in progress have increased with a large number effective from 1 September which has had a significant impact on the employer relationship team.

3. Administration**3.1. Membership Statistics**

Membership Category	At 31/03/2019	+/- Change (%)	At 30/06/2019
Active	33,462	-2.50	32,627
Deferred	37,207	+0.63	37,440
Pensioner (incl spouse & dependant members)	22,724	+1.81	23,136
Total	93,393		93,203

3.2. Throughput Statistics

- Period from 1 April 2019 to 30 June 2019

Casetype	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	3	45	47	1
Transfer Out quotes	26	168	180	14
Employer estimates	13	184	180	17
Employee estimates	13	278	265	26
Retirement quotes	53	752	714	91
Preserved benefits	175	751	773	153
Death in payment or in service	32	50	65	17
Refunds	78	606	610	74
Actual retirement procedure	106	530	513	123
Interfund transfers	43	127	137	33
Aggregate member records	41	172	200	13
Process GMP	133	1	5	129
Others	113	444	456	101
Total Cases	829	4108	4145	792

- Alongside the above cases the Pensions team also handled 5,477 phone calls (average 114 per day) and 1,717 emails received via the Pensions Inbox (average 36 per day) in the quarter to 30 June 2019.

3.3. Performance Statistics

- The performance figures for the period 1 April 2019 to 30 June 2019 are as follows:

Performance Indicator	Target in period	Achieved
Measured work achieved within target	98%	97%
Customers surveyed ranking service good or excellent	94%	95%
Increase numbers of registered self-service users by 700 per quarter	700	863

- High work volumes and high demand within the team continue to impact our ability to meet the agreed performance indicator for work achieved within target however, we continue to see an improvement in this quarter compared to the last one.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Apr 2019	1	Service received was excellent
May 2019	1	Very helpful staff
June 2019	1	Excellent service

Complaints

Date	Number	Summary
Apr 2019	0	
May 2019	4	3 IHER – appeal against benefits being declined 1 Admin – handling of death grant payment
June 2019	2	1 Admin – unable to access online account 1 Admin – handling of refund of contributions when incorrectly enrolled in NYPF

- The complaint categories are:
 - Admin - these can relate to errors in calculations, delays in processing and making payment of benefits.
 - Regs - these relate to a complaint where regulations prevent the member being able to do what they want to.
 - IHER - these are where members have been declined for early retirement on the grounds of ill health and are appealing the decision through the Internal Disputes Resolution Procedure.

Lessons Learned

Having reviewed the complaints received in the period there were no obvious trends or lessons to be learnt.

3.5. Annual Benefit Statements 2019

- Year-end data processing has been completed. All 152 files have been received and posted to member records.
- There are 133 outstanding data queries awaiting responses from employers.
- The deferred (36,797) and active (29,830) annual benefit statements have been produced and uploaded to member self-service. Paper copies have been printed and issued to those members who have requested one. Initial analysis shows:

Deferred statements:
Total Deferred Members: 36,834
Total Statements produced: 36,797
Percentage produced: 99.9%

Remaining 37 were members whose date of leaving was after 8 April 2019 and are therefore not entitled to a benefit statement this year.

Active statements:

Total Active Members: 31,172 (excluding joiners after 1 April 2019)

Total statements produced: 29,830

Percentage produced: 95.69%

The remaining 1,342 have been identified as either not having worked in the year or a data query exists which is being worked on.

The Breaches Log will be updated when we have established the final position as at 31 August.

3.6 Employer Charging

Analysis of the first quarter chasers and the year-end data has been undertaken resulting in 65 employers being charged for a total of £16,380.00. We are only invoicing those employers whose charges total £50 or more in a single quarter. Where an academy is a member of a multi academy trust (MAT) the individual academy charges are added together to determine whether the MAT is subject to a charge or not. Invoices are being issued through August.

Discussions with employers has resulted in some amendments to our internal processes and tightening up of our management of forms and data being submitted.

4. Issues and Initiatives

4.1. GMP Reconciliation

- The reconciliation stage of the project is continuing to progress.
- HMRC will be providing a final Scheme Reconciliation Service data extract which is expected at the end of 2019.
- ITM will undertake a final GMP comparison to take account of any changes to population and GMP values and to validate the action taken by HMRC during the reconciliation, for example, confirmation that contracted-out liabilities have been discharged.
- The rectification stage is progressing however a significant issue has been identified in trying to match the records on the administration system with those on the payroll system. This is due to the way multiple records are paid through a single record on payroll. This is being worked on in conjunction with ITM to find a resolution but it is likely this will require a significant amount of manual intervention.

4.2. Breaches Policy & Log

- The North Yorkshire Pension Fund's Breaches Log is included at **Appendix 2** for review. There are no new entries.

4.3. Efficiency Initiatives

- The letters project continues to make progress with new letters being created to support changes to processes. Heywood's continue to work on the issue identified but the particular letter that is impacted will be adapted so it can be released for use in the interim.

4.4. Additional Voluntary Contributions

- Prudential provide the additional voluntary contribution (AVC) arrangements for the NYPF.
- NYPF have selected a number of AVC funds including three lifestyle funds. Prudential notified us that the current offering was no longer fit for purpose as it did not result in members being in low risk investments by the time they reached retirement age.
- Having reviewed their offering Prudential have replaced their existing lifestyle funds with four new ones.
- Having taken Aon's advice NYPF have selected the following lifestyle funds:
 - The Prudential Dynamic Growth IV Lifestyle targeting cash
 - The Prudential Dynamic Growth IV Lifestyle targeting annuity
- Affected members have been contacted by Prudential and are being transitioned to the cash targeted lifestyle fund as the default. If members do not wish to invest in this particular fund they can switch their investments.

5. Member Training

- 5.1. The Member Training Record showing the training undertaken over the year to 30 June 2019 is attached as **Appendix 3**.
- 5.2. Upcoming courses, seminars and conferences available to Members are set out in the schedule attached as **Appendix 4**. Please contact Ashleigh Burdess (01609 536053 or email Ashleigh.burdess@northyorks.gov.uk) for further information or to reserve a place on an event.

6. Meeting Timetable

- 6.1 The latest timetable for forthcoming meetings of the Committee and Investment Manager meetings is attached as **Appendix 5**. To remind Members, due to the closure of the Brierley Building, there will be a change of venue for future meetings.

7. Recommendations

- 7.1. Members to note the contents of the report.
- 7.2. Members to note the contents of the Breaches Log.

Gary Fielding
Treasurer of North Yorkshire Pension Fund
NYCC
County Hall
Northallerton

05 September 2019

Academy Conversions – 30 'in progress'

Name of School	Local Education Authority	Multi Academy Trust (MAT) Name	Conversion Date	Current Position
Carr Junior School	NYCC	South Bank Multi Academy Trust	1.5.2019	Complete
All Saints RC Primary School, Thirsk	NYCC	Nicholas Postgate Catholic Academy Trust	1.6.2019	Complete
St Augustine's RC Secondary	NYCC	St Margaret Clitherow Academy Trust	1.6.2019	Complete
St Francis Xavier RC/CofE	NYCC	St Margaret Clitherow Academy Trust	1.6.2019	Complete
St George's Roman Catholic Primary School, Scarborough	NYCC	St Margaret Clitherow Academy Trust	1.6.2019	Complete
St Joseph's Roman Catholic Primary School, Pickering	NYCC	St Margaret Clitherow Academy Trust	1.7.2019	Complete
St Mary's Roman Catholic Primary School, Malton	NYCC	St Margaret Clitherow Academy Trust	1.7.2019	Complete
St Mary's Roman Catholic Primary School, Richmond	NYCC	St Margaret Clitherow Academy Trust	1.7.2019	Complete
Skelton Primary School	COYC	Hope Learning Trust	1.7.2019	Complete
Sacred Heart Roman Catholic Voluntary Aided Primary School, Northallerton	NYCC	St Margaret Clitherow Academy Trust	1.8.2019	Complete
St Benedict's Roman Catholic Primary School, Ampleforth	NYCC	St Margaret Clitherow Academy Trust	1.8.2019	Complete
St Peter's Roman Catholic Primary School, Scarborough	NYCC	St Margaret Clitherow Academy Trust	1.8.2019	Complete
Friarage Primary School	NYCC	Scalby Learning Trust	1.9.2019	In progress
All Saints, York	COYC	St Margaret Clitherow Academy Trust	1.9.2019	In progress
OLQM York	COYC	St Margaret Clitherow Academy Trust	1.9.2019	In progress
St Aelred's York	COYC	St Margaret Clitherow Academy Trust	1.9.2019	In progress
St George's RC Primary School, York	COYC	St Margaret Clitherow Academy Trust	1.9.2019	In progress
St Wilfrid's RC Primary School	COYC	St Margaret Clitherow Academy Trust	1.9.2019	In progress

Name of School	Local Education Authority	Multi Academy Trust (MAT) Name	Conversion Date	Current Position
Northallerton School & Sixth Form College	NYCC	Arete Learning Trust	1.9.2019	Actuarial calculation has been provided. Conversion now delayed from 1.4.2019. In progress
Starbeck Primary School	NYCC	Northern Star Academies Trust	1.9.2019	Delayed from 1.4.2019. In progress
Cambrai Primary School, Catterick	A new Free School	Lingfield Education Trust	1.9.2019	In progress
Keeble Gateway Academy, Sowerby	A new Free School	Elevate Academy Trust	1.9.2019	In progress
Brayton CoE Primary School	NYCC	STAR Multi Academy Trust	1.10.2019	In progress
Sherburn High School	NYCC	STAR Multi Academy Trust	1.10.2019	In progress
St Hedda's Roman Catholic Primary School	NYCC	St Margaret Clitherow Academy Trust	1.10.2019	Will be progressed nearer the time
St Hilda's Roman Catholic Primary School	NYCC	St Margaret Clitherow Academy Trust	1.10.2019	Will be progressed nearer the time
St John's CoE VC Primary School Knaresborough	NYCC	Elevate Multi Academy Trust	1.10.2019	Delayed from 1.6.2019. Will be progressed nearer the time
Carnagill Community Primary School	NYCC	Dales Academies Trust	1.11.2019	Will be progressed nearer the time
Marton cum Grafton VA Primary School	NYCC	Elevate Multi Academy Trust	1.11.2019	Delayed from 1.6.2019. Will be progressed nearer the time
Danesgate Community School	COYC	South York Multi Academy Trust	1.11.2019	Will be progressed nearer the time
Skipton Parish CoE School	NYCC	Yorkshire Causeway Schools Trust	1.1.2020	Will be progressed nearer the time
Rillington CP School	NYCC	Elevate Multi Academy Trust	1.1.2020	Will be progressed nearer the time
Thornton Dale CofE Primary School	NYCC	Elevate Multi Academy Trust	1.1.2020	Will be progressed nearer the time
Naburn CoE Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.10.2018. Will be progressed nearer the time
Lord Deramore's Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.11.2018. Will be progressed nearer the time

Name of School	Local Education Authority	Multi Academy Trust (MAT) Name	Conversion Date	Current Position
Fishergate Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.12.2018. Will be progressed nearer the time
Escrick CoE VC Primary School	NYCC	South York Multi Academy Trust	Not known	Will be progressed when conversion date known
St Oswald's CE Primary School	COYC	South York Multi Academy Trust	Not known	Will be progressed when conversion date known
Elvington CoE Primary School	COYC	South York Multi Academy Trust	Not known	Actuarial calculations provided based on conversion date of 1.7.18. Conversion delayed, new date not yet known
Langton Primary School	NYCC	Evolution Schools Learning Trust	Not known	Original conversion date was 1.10.2016 but MAT advised it has been delayed. New date not yet known.
Thirsk School & Sixth Form College	NYCC	Arete Learning Trust	Not known	Original conversion date was 1.2.2018. MAT has advised no definite agreement in place at present
Stillington Primary School	NYCC	Not yet known	Not known	Proposed conversion date was 1.2.2019 with Hope Learning Trust. Project now on hold. School no longer converting with Hope Learning Trust and new sponsor being sought

Admission Bodies –20 ‘in progress’

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
South Bank Academy Trust - Woodthorpe Primary School	Lark Cleaning Services Ltd	15.4.2019	Complete
Hope Learning Trust – Baldersby St James CoE Primary Academy	Absolutely Catering Limited (part of the CH&Co Catering Group)	5.11.2018	Complete
NYCC – catering contracts at: Bedale CoE Primary School Colburn Community Primary School	Mellors Limited	1.9.2018	Complete
Glusburn Community Primary School (NYCC)	Bulloughs Cleaning Services Ltd	1.4.2018	Transfer of cleaning staff – only found out about the contract in February 2019. Now in progress
City of York Council libraries	Explore York Libraries & Archives Mutual Limited	1.4.2019	In progress
Outwood Grange Academies Trust: Outwood Academy Ripon Easingwold School Outwood Primary Academy Greystone	Churchill Contract Services	1.4.2019	In progress – transfer of cleaning staff
STAR MAT	RCCN Ltd	1.7.2019	In progress
Hope Learning Trust George Pindar School Graham School	Hutchison Catering Limited	1.9.2019	In progress
Ebor Academy Trust Camblesforth CP School Braeburn Primary & Nursery Academy Ebor Academy Filey Filey Nursery & Infants School Lakeside Primary Academy Osbaekdwick Primary Academy Park Grove Primary Academy Tadcaster Primary Academy Tockwith CE Primary Academy	Hutchison Catering Limited	1.9.2019	In progress
Askham Bryan College	Aramark	1.8.2019	In progress
NYCC – Holy Trinity (Ripon) Infants School	Mellors Catering Services Limited	1.9.2019	In progress
NYCC – Grove Road Primary School	Compass Contract Services (U.K) Limited	1.9.2019	In progress

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
School Yorkshire Causeway Schools Trust – Pannal Primary	Compass Contract Services (U.K) Limited	1.9.2019	In progress
Northern Star Academies Trust Hookstone Chase Primary New Park Primary School Starbeck Primary School – due to join Trust 1.9.19	Compass Contract Services (U.K) Limited	1.9.2019	In progress
Yorkshire Collaborative Academy Trust Hawes CP School Leyburn Primary School Lothersdale Primary School	P&A Food Management	1.9.2019	In progress
NYCC – Boroughbridge Primary School	P&A Food Management	1.9.2019	In progress
NYCC – Fountains Grantley CE Primary School	P&A Food Management	1.9.2019	In progress
NYCC – Grewelthorpe Primary School	P&A Food Management	1.9.2019	In progress
Red Kite Learning Trust Oatlands Junior School	Taylor Shaw (Elior)	1.9.2019	In progress
City of York Council (Haxby Hall Care Home)	Yorkare Homes Ltd	March 2020	Future service rate provided, admission agreement will be progressed nearer the time. The transfer is now on hold (service was due to transfer January 2019)
Hope Learning Trust - Skelton School	Absolutely Catering Limited (part of the CH&Co Catering Group)	TBC	Delayed from 1.4.2019.

Exiting Employers – 12

Name of Employer	Date exited the Fund
OCS Group UK Limited	31.3.2017
Superclean Services Limited	16.7.2017
Joseph Rowntree Charitable Trust	31.12.2017
York Arts Education (Community Interest Company)	31.3.2018
Hutchison Catering Limited (contract at Canon Lee School)	19.7.2018
Be Independent	31.7.2018
Housing & Care 21	31.8.2018
Consultant Cleaners	31.10.2019 (voluntary liquidation) – in progress
Absolutely Catering Limited	Two contracts ceased 4.1.2019 – in progress
The Wilberforce Trust	22.3.2019 – in progress
Dolce Limited	14.4.2019 – in progress
Schools Plus	30.4.2019

Appendix 2

[illegible]

Date	Title or Nature of Course	Blackie J	Mulligan P	Swiers H	Weighell J	Clark J	Portlock D	M Chambers	A Solloway	A Thompson	C Lunn	I Gillies	C Steward	I Cuthbertson	Unison (Vacancy)	Unison (Vacancy)
5 July 2018	Investment Strategy Workshop	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓				
13 September 2018	Investment Strategy Workshop		✓	✓	✓		✓	✓		✓	✓		✓			
14 September 2018	Investment Strategy Workshop		✓	✓	✓	✓	✓	✓		✓						
17- 19 October 2018	PLSA Annual Conference, Liverpool			✓	✓											
31 October 2018	Additional PFC meeting- Investment Strategy	✓	✓	✓	✓	✓		✓		✓			✓			
8- 9 November 2018	BCPP Annual Conference		✓	✓	✓	✓	✓			✓						
22 November 2018	Investment Strategy Workshop	✓	✓	✓	✓	✓	✓	✓			✓	✓				
5-7 December 2018	LAPFF Conference - Bournemouth	✓														
14 February 2019	Investment Strategy Workshop	✓	✓	✓	✓	✓	✓	✓		✓						
21 February 2019	Investment Strategy Workshop		✓	✓	✓		✓	✓	✓	✓	✓					
25 February 2019	LGPS Members Spring Seminar - Leeds						✓									
25 April 2019	Investment Strategy Workshop- Leeds		✓	✓	✓	✓	✓	✓	✓		✓					
13- 15 May 2019	PLSA Local Authority Conference, Cotswolds					✓										
24 May 2019	Manager workshop		✓	✓	✓	✓	✓	✓								
20 June 2019	Global Equity workshop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
4 July 2019	MAC Workshop		✓	✓	✓	✓	✓	✓			✓			✓		

UPCOMING TRAINING AVAILABLE TO MEMBERS

Provider	Course / Conference Title	Date(s)	Location	Themes / Subjects Covered
Baillie Gifford	Investment & Training Seminar	9-10 October 2019	The Royal College of Surgeons, Edinburgh	The theme for this seminar is 'Investment for Life', covering how to search for growth assets to provide returns and reduce costs; how to achieve stability and diversification as schemes mature; and, how to employ income-generating assets as cash flows eventually turn negative
BCPP	Annual Conference	10-11 October 2019	Royal Armouries, Leeds	To cover: private markets, setting investment strategies, partner fund needs and what next for pooling
PLSA	Annual Conference & Exhibition 2019	16-18 Oct 2019	Manchester Central, Windmill Street, Petersfield, Manchester, M2 3GX	Our flagship event, a three day conference attracting over 1,500 attendees – the most important event of the year for anyone involved in pensions (trustees, pension scheme managers, administrators, HR specialists, finance directors and their advisers). The event includes a trade exhibition of approximately 80 exhibition stands.
Room 151	LGPS Asset Allocation Forum	7 November 2019	London Stock Exchange	To cover- asset allocation, pooling and governance; climate change; growth assets vs de-risking; valuations and investment strategy; rebalancing your portfolio; using consultants in a pooled environment; private markets and Infrastructure and local investments
LAPFF	Annual Conference	4,5,6 December 2019	Hilton Hotel, Bournemouth	TBC – Save the date

LGA	LGPS Annual Governance Conference	23-24 January 2020	Principal Hotel, York	<p>The planned programme includes sessions on:</p> <ul style="list-style-type: none"> • Scheme Advisory Board • Checking compliance • Cost cap • Regulating the reforms • Scheme simplification • Investment spotlight • Legal
PLSA	Investment Conference	11- 13 March 2020	EICC, Edinburgh	TBC- Save the date
PLSA	Local Authority Conference	18-20 May 2020	De Vere Cotswold Water Park Hotel, Gloucestershire	TBC- Save the date

PENSION FUND COMMITTEE TIMETABLE FOR MEETINGS IN 2019/20

Meeting Date	Time & Venue	Event	Fund Managers
12 September 2019	10am, TBC	Pension Fund Committee	
13 September 2019	10am, TBC	Pension Fund Committee	2 Managers TBC
21 November 2019	10am, TBC	Pension Fund Committee	
22 November 2019	10am, TBC	Pension Fund Committee	2 Managers TBC
20 February 2020	10am, TBC	Pension Fund Committee	
21 February 2020	10am, TBC	Pension Fund Committee	2 Managers TBC