

North Yorkshire County Council

Pension Fund Committee

27 May 2022

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 in the quarter 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 is shown in **Appendix 1**.

3. Administration

3.1. Membership Statistics

Membership Category	At 31/12/2021	+/- Change (%)	At 31/03/2022
Active	31,585	+1.80%	32,155
Deferred	38,486	+0.48%	38,672
Pensioner (incl spouse & dependant members)	26,732	+1.77%	27,206
Total	96,803		98,033

3.2. Throughput Statistics

- Period from 1 January 2022 to 31 March 2022

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	2	28	28	2
Transfer Out quotes	12	271	272	11
Employer estimates	3	70	69	4
Employee estimates	2	288	277	13
Retirement quotes	14	988	949	53
Preserved benefits	74	634	634	74
Death in payment or in service	96	527	496	127
Refunds	18	607	578	47
Actual retirement procedure	679	1406	1,251	834
Interfund transfers	199	189	103	285
Aggregate member records	200	653	675	178
Process GMP	0	0	0	0
Others	151	327	266	212
Total Cases	1,450	5,988	5,598	1,840

- Alongside the above cases, the Pensions team also handled 2,709 phone calls (average 54 per working day) and 6,694 emails received via the Pensions Inbox (average 106 per working day) in the quarter to 31 March 2022.

Performance Statistics

- The performance figures for the period 1 January 2022 to 31 March 2022 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	96%
Customers surveyed ranking service good or excellent	94%	96%
Increase numbers of registered self-service users by 700 per quarter (total registered users 36,253 an increase of 4,504 over the year)	700	1083

- Our performance and satisfaction rating continue to be impacted by the high demand into the team.
- Both ratings have improved since last quarter and we are working hard to maintain this trend. It is anticipated the recent change to the team structure will enable improvements to continue to be achieved.
- Our priority continues to be to pay member benefits as promptly as we can.

3.3. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Jan	0	
Feb	3	Really helpful and supportive
Mar	2	Great customer experience

Complaints

Date	Number	Summary
Jan	0	
Feb	3	Admin – from independent financial adviser about delay providing transfer value Admin – from independent financial adviser about delay paying transfer value due to delay by Prudential in disinvesting AVCs Admin – member believes has suffered financial loss by taking AVCs early and not at age 65
Mar	0	

- 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 the main area for improvement is the chasing up of outstanding information and AVC monies in relation to ongoing transfer out cases. The recent change to the team structure will assist the transfer team in keeping on top of these work items.

3.4. **Annual Benefit Statements 2022**

Work has commenced on the production of the 2022 annual benefit statements for active and deferred members. It was hoped we would be able to redesign and simplify the statements but a lack of time and resource has meant we are unable to do that this year. Year end data files are being received and processed. It is hoped we can get both NYCC & CYC year end data via the month 12 i-Connect submission which will free up considerable amount of time within the development and processes team to undertake a more thorough data validation exercise before the Valuation data extract is required.

3.5. **Breaches Policy & Log**

The North Yorkshire Pension Fund's Breaches Log is included at **Appendix 2** for review. There is one new entry this time relating to the accidental disclosure of personal data caused by multiple letters being sent to the same recipient.

To prevent this issue we are currently piloting centralised printing and mailing using the Council's print unit. If the pilot is successful the whole team will move to this process and the need to have someone in office printing and posting for everyone is removed.

4. **Issues and Initiatives**

4.1. **Administration System Project**

The delivery stage of this project and its various work streams is progressing well.

- On-boarding of employers to our online portal i-Connect continues with 92 employers currently using the system
- We have uploaded the first NYCC file and resolved the member matching queries. The next step is to load the month 11 data into the administration system and see what errors that produces before we can progress to hopefully loading the month 12, year end file.
- CYC have also sent us their test file so we can start the member matching process. They do have an outstanding issue with their software provider but we can progress the other work whilst the issue is being resolved.
- Any further on-boarding will be paused due to the team having to focus on year end processing, annual benefit statement production and data preparation for the triennial Valuation.
- Website development continues.

4.2. **McCloud**

There has been a good response from employers following the data collection exercise with only 45 employers still to send data. The third party supplier is still wrestling with the task of collating, formatting and validating the data before moving onto the next stage of data load.

It appears every Fund is struggling with this issue unless they were one of the minority that continued to collect the relevant data after the scheme changed in April 2014.

5 **Broadacres**

Progress continues with the request from Broadacres Housing Association (BHA) to transfer their pension assets and liabilities from the London Pension Fund Authority to the North Yorkshire Pension Fund. The Fund's lawyer continues to advise on the process and has reviewed the draft agreements provided by BHA's legal advisers. A Direction from the Secretary of State is needed to substitute the London Pensions Fund Authority for the North Yorkshire Pension Fund. This will not be requested until the Fund's lawyer has signed off on all legal issues.

6 Member Training

- 6.1 The Member Training Record showing the training undertaken to March 2022 is attached as **Appendix 3**. Please contact Stephen Loach (01609 532216 or email stephen.loach@northyorks.gov.uk) with any details of training undertaken or conferences attended and these will be added to the training record.
- 6.2 Upcoming courses, seminars and conferences available to Members are set out in the schedule attached as **Appendix 4**. Please contact Kirsty Howes (01609 533298 or email kirsty.howes@northyorks.gov.uk) for further information or to reserve a place on an event. Events are limited currently due to the pandemic.
- 6.3 Given the start of a new Committee further training has been devised to help with the induction of new Members and the creation of a new team. The views of Members will be sought as we progress through this approach but, given the technical nature of some of the areas of responsibility, there will be a significant number of training events and it will be suggested that on-line training is made mandatory for all Members. It is recognised however that this will need to be done proportionately and over a period of time.

8 Meeting Timetable

- 8.1 The latest timetable for forthcoming meetings of the Committee and Investment Manager meetings is attached as **Appendix 5**.

9 Recommendations

- 9.1 Members to note the contents of the report.
- 9.2 Members to determine whether a report should be made to the Pensions Regulator regarding the data breach reported.

Gary Fielding
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NYCC
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19 May 2022