

North Yorkshire County Council

Pension Fund Committee

3 March 2023

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 30/09/2022	+/- Change (%)	At 31/12/2022
Active	30,465	+0.96%	30,757
Deferred	39,334	+1.04%	39,744
Pensioner (incl spouse & dependant members)	28,035	+1.02%	28,321
Total	97,834		98,822

3.2. Throughput Statistics

- Period from 1 October 2022 to 31 December 2022

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	12	63	70	5
Transfer Out quotes	57	129	163	23
Employer estimates	3	48	50	1
Employee estimates	15	104	116	3
Retirement quotes	100	670	760	10
Preserved benefits	94	2,179	1,064	1,209
Death in payment or in service	107	348	354	101
Refunds	55	476	514	17
Actual retirement procedure	444	559	544	459
Interfund transfers	175	294	346	123
Aggregate member records	275	1,095	1,241	129
Process GMP	0	0	0	0
Others	182	151	222	111
Total Cases	1,519	6,116	5,444	2,191

- As well as processing the above cases, the Pensions team also handled 2,134 phone calls (average 45 per working day) and 7,251 emails received via the Pensions Inbox (average 121 per working day) in the quarter to 31 December 2022.

3.3. Performance Statistics

- The performance figures for the period 1 October 2022 to 31 December 2022 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	91%
Customers surveyed ranking service good or excellent	94%	94%
Increase numbers of registered self-service users by 700 per quarter (total registered users 38,886)	700	1,167

- Our Measured work completed within target rating has improved this quarter and we continue to focus on this improvement with staff being made more aware and backlogs reducing.
- The transfers team was understaffed for a period of time but that has been addressed now that our final cohort of new staff have started.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Oct	6	Thank you for all your help for dealing with this so professionally. Thank you once again for the excellent service received.
Nov	7	Exceptional, great knowledge, experience, understanding all conveyed through emphatic customer service and support.
Dec	3	The service was excellent, fast and plenty of information.

Complaints

Date	Number	Summary
Oct	0	
Nov	1	Admin – delay in completing transfer into the NYPF
	1	IHER – appeal against tier awarded
Dec	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 there were no patterns identified requiring further attention. However, we have tightened our procedures to help prevent future delays in processing transfers in and out of the NYPF.

3.5. Annual Benefit Statements 2023

Active member statements 2022 – all statements have been issued to those members eligible to receive one in 2022. Focus has now shifted to preparations for the 2023 exercise.

3.6. Breaches Policy & Log

The North Yorkshire Pension Fund's Breaches Log is included at **Appendix 2** for review. There are no new entries in the quarter to 31 December 2022.

4. Issues and Initiatives

4.1. Administration System

We continue to make progress with both the i-Connect rollout and the new website:

- We now have 121 employers onboarded with 106 remaining.
- NYCC has been fully on-boarded to i-Connect and they are submitting their own monthly files now.
- The next stage is to on-board all the Districts before 31 March so we are ready for LGR.
- Website development continues with the focus on getting the employer site fully configured before we go live.

4.2. Payroll Enhancements

The enhanced functionality went live 24 January. The impact on processing times and efficiency gains will be monitored over the next few months to ensure the functionality is delivering all it should.

4.3. McCloud

The validation errors identified by the third-party supplier have been corrected and the data has been returned to them. The next step is to load it onto our test database and deal with any errors arising from that.

Work continues on the City of York and NYCC data files.

5 Member Training

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. Consideration has been given to undertaking the Hymans Knowledge Assessment, however, it was determined that it feels too early, at this stage, for this. Members are encouraged to complete the Hymans online modules on offer and then an assessment will be undertaken as to whether there are knowledge gaps to fill.

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 currently limited due to the pandemic.

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.

6 Meeting Timetable

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

7 Recommendations

7.1 Members to note the contents of the report.

Gary Fielding
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NYCC
County Hall
Northallerton

23 February 2023