

North Yorkshire County Council

Pension Fund Committee

26 May 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 31/12/2022	+/- Change (%)	At 31/03/2023
Active	30,757	+0.62%	30,948
Deferred	39,744	+1.05%	40,160
Pensioner (incl spouse & dependant members)	28,321	+1.35%	28,702
Total	98,822		99,810

3.2. Throughput Statistics

- Period from 1 January 2023 to 31 March 2023

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	5	45	40	10
Transfer Out quotes	23	151	131	43
Employer estimates	1	57	58	0
Employee estimates	3	188	187	4
Retirement quotes	10	877	873	14
Preserved benefits	1,209	3,171	2,107	2,273
Death in payment or in service	101	560	522	139
Refunds	17	213	219	11
Actual retirement procedure	459	604	525	538
Interfund transfers	123	764	547	340
Aggregate member records	129	369	486	12
Process GMP	0	0	0	0
Others	111	481	396	196
Total Cases	2,191	7,480	6,091	3,580

- As well as processing the above cases, the Pensions team also handled 2,653 phone calls (average 52 per working day) and 7,311 emails received via the Pensions Inbox (average 114 per working day) in the quarter to 31 March 2023.

3.3. Performance Statistics

- The performance figures for the period 1 January 2023 to 31 March 2023 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	96%
Customers surveyed ranking service good or excellent	94%	95%
Increase numbers of registered self-service users by 700 per quarter (total registered users 41,451)	700	1,398

- Our measured work completed within target rating has improved again this quarter and we continue to focus on this improvement.
- Our leavers project has finished and the team managed to reduce our backlog to under 4 months, clearing in excess of 4,500 additional cases on top of their day to day work.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Jan	3	I was very impressed with all the service I got. You were clear and supportive
Feb	4	your service has far exceeded theirs - in the information provided, the quickness of your replies and your overall efficiency
Mar	3	very helpful, supportive, friendly and efficient

Complaints

Date	Number	Summary
Jan	0	
Feb	0	
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 there were no patterns identified requiring further attention.

3.5. Annual Benefit Statements 2023

Templates are being reviewed and we are starting to receive year end data both via i-Connect and on our Excel template.

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 March 2023.

4. Issues and Initiatives

4.1. Ongoing projects

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

- We now have 128 employers onboarded with 101 remaining.
- We managed to onboard four of the Districts ready for LGR. The remaining ones will be onboarded as part of the normal roll out.
- Website development continues with the focus on getting the employer site fully configured before we go live.

4.2. LGR

We continue to make progress updating member records and issuing the TUPE letters to members affected. The deadline for the letters is end of June and we are on target to meet that deadline.

4.3. McCloud

The third-party supplier has completed a provisional data load into our Test environment and we are now working through the errors created. The next step is to complete an actual load into Test, revisit any remaining errors then load the data into our Live environment.

The remaining data on the City of York file has been input to the system with the few remaining errors being worked through. The NYC data file has been progressed and next steps are to undertake a provisional load into the Test environment.

5 Member Training

The Member Training Record showing the training undertaken to March 2023 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 Qingzi Bu (01609 535851) or email pensionfund@northyorks.gov.uk for further information or to reserve a place on an event.

The views of Members will be sought on the provision of training events, but, given the technical nature of some of the areas of responsibility, there is expected to be a significant number of such 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
Treasurer of North Yorkshire Pension Fund
NYCC
County Hall
Northallerton

18 May 2023