

North Yorkshire County Council

Pension Board

26 October 2023

Administration Report

1. Purpose of the Report

To provide Pension Board members with an update on key initiatives undertaken by the administration team of the North Yorkshire Pension Fund.

2. Pension Fund Committee paper

Included for information at **Appendix 1** is the administration paper and appendices provided to the Pension Fund Committee for their September 2023 meeting.

3. Breaches Log

Included at **Appendix 2** is the North Yorkshire Pension Fund's Breaches Log for review. Unfortunately there is one new entry, details below:

Date	Description	Cause	Regulation breached	Effect
01/09/2023	Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members	114 – have outstanding year end tasks 268 – have “other” outstanding administration tasks on record	Reg 89 of LGPS Regs 2013	100% of Deferred members received a statement. 98.71% of Active members received a statement. (382 members did not, of which only 114 were eligible to receive one)
08/09/2023	Email was sent to a member with a password protected attachment but the document was for another member.	Human error	Data Protection Act 2018	Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed.

The breach has been reported to Veritau and they have assessed it as a ‘low risk’ breach as there isn't a high risk of detriment to the data subject. No report to ICO required.

4. Annual Benefit Statements

Deferred and Active 2023 annual benefit statements have been issued with 100% of deferred statements and 98.71% of Active statements (29,234 / 29,616) issued by the 31 August deadline.

Of the 382 Active statements left:

268 – have outstanding administration task on record preventing statement creation – no further action required

114 – have outstanding year end task on record preventing statement creation – being worked through to resolve and issue a statement if required

5. Major Projects

i-Connect - Employer portal

144 employers now onboarded with 85 remaining. Focus is now on working with the NYC payroll team as they have approximately 30 contract payrolls so this will give us quick progress and they are already familiar with the process.

We will continue to progress this project until every employer is onboarded.

Website and new logo

The revised go live for the new website is 1 December and we continue to progress content development alongside the Schools ICT team. Alongside this we've also refreshed the Fund's branding and logo.

We've stayed with our existing colour palette but have changed the logo and the design. Included at **Appendix 3** is the brand concept document for our new logo which is shown overleaf.



LGR

All member letters were issued in June and data queries have now been resolved with records fully updated by the end of August. There were not as many enquiries from members as anticipated but we feel these may come later as the team restructures progress.

McCloud

A McCloud data team has been created with 8 staff working one day a week solely on checking and updating member's service histories.

A revised in-scope listing has been produced which shows we have 21,142 members in scope with 24,867 records. Good progress is being made correcting records. Alongside this work is progressing on identifying missing data and requesting that from the relevant employers. We will be contacting these employers again to obtain the requested data. We are also reviewing the guidance provided so we can progress the rectification for all members in a fair and consistent way.

6. LGPC Bulletins

The LGPC regularly issues bulletins, which can include actions for administering authorities. The NYPF reviews every bulletin and logs any actions highlighted. A log of the actions is included at **Appendix 3** to enable Pension Board Members to ensure appropriate activities are being undertaken

7. Recommendation

- 7.1. That Pension Board Members note the contents of this report.
- 7.2. That Pension Board Members note the contents of the Breaches Log and decide whether to report the breaches to the Pensions Regulator.

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18 October 2023
Background Papers - Nil