

North Yorkshire County Council

Pension Fund Committee

15 September 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 31/03/2023	+/- Change (%)	At 30/06/2023
Active	30,948	-1.69%	30,424
Deferred	40,160	+0.48%	40,352
Pensioner (incl spouse & dependant members)	28,702	+1.99%	29,286
Total	99,810		100,062

3.2. Throughput Statistics

- Period from 1 April 2023 to 30 June 2023

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	10	28	15	23
Transfer Out quotes	43	100	109	34
Employer estimates	0	62	62	0
Employee estimates	4	154	154	4
Retirement quotes	14	889	893	10
Preserved benefits	2,273	1,315	2,602	986
Death in payment or in service	139	431	472	98
Refunds	11	256	252	15
Actual retirement procedure	538	632	704	466
Interfund transfers	340	681	560	461
Aggregate member records	12	33	41	4
Process GMP	0	0	0	0
Others	196	256	278	174
Total Cases	3,580	4,837	6,142	2,275

- As well as processing the above cases, the Pensions team also handled 2,065 phone calls (average 44 per working day) in the quarter. Unfortunately, due to changes in the way NYC archive emails we are no longer able to obtain statistics for the number of emails handled by the administration team.

3.3. Performance Statistics

- The performance figures for the period 1 April 2023 to 30 June 2023 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	97%
Customers surveyed ranking service good or excellent	94%	94%
Increase numbers of registered self-service users by 700 per quarter (total registered users 42,476)	700	1,025

- Our measured work completed within target rating has improved again this quarter and we continue to focus on this improvement.
- Our targeted leavers project has finished and the team managed to reduce our backlog to under 3 months, clearing in excess of 4,500 additional cases on top of the normal day to day work.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Apr	3	They were patient and kind. It was very helpful to be able to easily speak to a person, unlike so many organisations.
May	11	All in all excellent and quick all done within 4 weeks, well done pensions department. Staff extremely polite and knowledgeable.
June	2	It was a great help, I was very pleased with the response.

Complaints

Date	Number	Summary
Apr	0	
May	3	IHER – Appeal against tier of IHER awarded Admin – Delays caused by Prudential disinvestment of AVCs Admin – Delays in processing IHER caused by employer
June	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**

The Deferred annual benefit statements were published online on 4 July 2023 with paper copies being sent the following week to those members who have requested one. 100% of deferred statements have been issued.

The Active annual benefit statements were published online on 25 July 2023 with paper copies being sent on 11 August 2023 to those members who have requested one. The current position with the active statements is:

28,805 / 29,677 statements issued (97.06%)

872 eligible active records without an annual benefit statement of which:

- 345 have an outstanding task on record
- 89 have a benefit calculation withheld marker on record
- 438 reason unknown

These 872 will be investigated by the team in the coming weeks to establish whether a statement can be generated or not.

We have managed to produce the statements a month earlier than normal as we are already starting to feel the benefit of having employers submitting data monthly via i-Connect.

3.6. **Breaches Policy & Log**

The North Yorkshire Pension Fund's Breaches Log is included at **Appendix 2** for review. There are two new entries in the quarter to 30 June 2023. Both were accidental disclosures of data for a single member, one by email and one caused by an issue in the print unit. Veritau have confirmed the second breach has been recorded against the print unit and not the pensions team. It is included on the log for completeness.

Alongside the above a vulnerability was identified with two calculators we had on the Fund's website which, although password protected, could be relatively easily hacked and personal data accessed. The calculators have now been removed.

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 144 employers onboarded to i-Connect with 85 remaining. The rollout will recommence now the bulk of the year end work is completed.
- Website development continues with the focus on getting the employer site fully configured before we go live. We are now at the testing stage with pensions staff and a select few employers.

4.2. **New logo**

As part of the development of our new website we've also refreshed our 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 below.



4.3. **LGR**

We are continuing to resolve issues with the year-end data received from three of the former districts and boroughs before we are able to fully update member records. The TUPE letters were issued before the end of June to all affected members.

4.4. **McCloud**

There has been a change of approach to loading the data back into member records following the load of the data into Test. A fully manual approach is required with a small project team being established. Work has commenced on getting the in scope records updated as accurately and as quickly as possible.

Regulations are still awaited to finalise the approach for some specific scenarios and these are not expected until late Autumn.

5 **Member Training**

The Member Training Record showing the training undertaken to March 2023 is attached as **Appendix 4**. 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 5**. Please contact Qingzi Bu (01609 535851) or email qingzi.bu@northyorks.gov.uk for further information or to reserve a place on an event.

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 6**.

7 **Recommendations**

- 7.1 Members to note the contents of the report.
- 7.2 Members to note the contents of the Breaches log and determine whether a report should be made to the Pensions Regulator.

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

07 September 2023

Academy Conversions – 24 ‘in progress’

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
South Kilvington CE VC Primary School	NYC	Elevate Multi Academy Trust	1.2.2023	Complete
Brompton Hall Special School	NYC	Venn Academy Trust	1.3.2023	Complete
Mill Hill Primary School	NYC	Arête Learning Trust	1.3.2023	Complete
Bradleys Both Community Primary School	NY	Yorkshire Collaborative Academy Trust	1.4.2023	Complete
All Saints RC School, York	COYC	Nicholas Postgate Catholic Academy Trust	1.5.2023	Complete
Woodlands School, Scarborough		Single Academy transferred to Horizons Specialist Academy Trust	1.5.2023	Complete
Huntington Primary Academy		Single Academy moving to Pathfinder Multi Academy Trust	1.9.2023	In progress
Rossett School		Single Academy moving to Red Kite Learning Trust	1.9.2023	In progress
Poppleton Road Primary School	COYC	Pathfinder Multi Academy Trust	1.9.2023	In progress
Nidderdale High School	NYC	Moorlands Learning Trust	1.9.2023	In progress
Darley Primary School	NYC	Yorkshire Collaborative Academy Trust	1.9.2023	In progress
Summberbridge Primary School	NYC	Yorkshire Collaborative Academy Trust	1.9.2023	In progress
Naburn CoE Primary School	COYC	The Education Alliance	1.10.2023	In progress

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
St Barnabas Church of England VC Primary School	COYC	Pathfinder Multi Academy Trust	1.11.2023	In progress
Christ Church CE Primary School	NYC	Leeds Diocesan Learning Trust	1.12.2023	Will be progressed when conversion date known
North Stainley CE Primary School	NYC	Leeds Diocesan Learning Trust	1.12.2023	Will be progressed when conversion date known
Barkston Ash RC Primary School	NYC	Bishop Wheeler Catholic Academy Trust	1.2.2024	Will be progressed nearer the time
St Wilfrid's Catholic Primary School, Ripon	NYC	Bishop Wheeler Catholic Academy Trust	1.2.2024	Will be progressed nearer the time
St Hilda's Ampleforth CE VC Primary School	NYC	Ryedale Learning Trust	TBC	Will be progressed when conversion date known
Hertford Vale CE VC Primary School	NYC	Ryedale Learning Trust	TBC	Will be progressed when conversion date known
Kirby Hill Primary School	NYC	Leeds Diocesan Learning Trust	TBC	Will be progressed when conversion date known
Middleham CE VA Primary School (NYCC)	NYC	Possibly with Dales Academies Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Spennithorne CE VC Primary School (NYCC)	NYC	Possibly with Dales Academies Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Sherburn CE Primary School	NYC	Possibly with Ebor Academy Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Beckwithshaw CP School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known
Kettlesing Felliscliffe Primary School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known
Ripley Endowed CE VC Primary School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
Luttons Community Primary School	NYC	Possibly with Ebor Academy Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Husthwaite CE VC Primary School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known
East Ayton Primary School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known

Admission Bodies - 9 'in progress'

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
The Rodillian Multi Academy Trust Brayton Academy	Aspens Services Limited	8.4.2022	Complete
South Bank Multi Academy Trust Carr Junior School Millthorpe School York High School	Bulloughs Cleaning Services Ltd	1.8.2022	Complete
Selby Educational Trust Selby Community Primary School Carlton Primary School	Mellors Catering Services Limited	1.9. 2022	Complete
South Bank Multi Academy Trust Scarcroft School	Bulloughs Cleaning Services Ltd	1.1.2023	Complete
Veritau Limited	Transfer of staff from Veritau North Yorkshire Limited into Veritau Limited	1.4.2023	Complete
City of York Council Huntington School	Aspens Services Limited	20.2.2023	Complete
Elevate MAT Caretaking and cleaning contract	SBFM Limited	1.9.2022	Complete
Northern Star Academies Trust New Park Primary Academy Harrogate High School Hookstone Chase Primary School Starbeck Primary Academy	Aspens Services Limited	1.1.2022	Complete
Outwood Grange Academies Trust Outwood Academy Ripon	ISS Mediclean Limited	1.1.2022	Complete
South York Multi Academy Trust Bishopthorpe Infant School	Mellors Catering Services Limited	1.1.2022	In progress
Beyond Housing	Ground Control	1.3.2023	In progress

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
Nicholas Postgate Catholic Academy Trust All Saints RC School, York	Hutchison Catering Limited. Transfer from COYC to Nicholas Postgate Catholic Academy Trust.	1.5.2023	In progress
The Rodillian Multi Academy Trust Brayton Academy	RCCN Limited	17.7.2023	In progress
Hope Sentamu Learning Trust	Hutchison Catering Limited	26.7.2023	In progress
Red Kite Learning Trust Coppice Valley Primary School Western Primary School	Hutchison Catering Limited	1.8.2023	In progress
Outwood Grange Academies Trust Outwood Primary Academy Alne	Cater Link Limited	1.9.2023	In progress
Ebor Academy Trust	Hutchison Catering Limited	1.9.2023	In progress
Yorkshire Causeway Schools Trust St Peter's Church of England School, Harrogate Hampsthwaite Primary School All Saints CE Primary School North Rigton CE Primary School	Aspens Services Limited	1.9.2023	In progress

Exited Employers – 26

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
Be Independent	31.7.2018
Housing & Care 21	31.8.2018
Consultant Cleaners	31.10.2018 (voluntary liquidation)
The Wilberforce Trust	22.3.2019
Dolce Limited	14.4.2019
Schools Plus	30.4.2019
Sewells Facilities Management Limited	21.12.2020
Sheffield International Venues	31.1.2021
Caterservice Ltd	12.2.2021
Enterprise Managed Services Ltd (Amey)	28.2.2021
RCCN Limited	31.3.2021

Name of Employer	Date exited the Fund
Streamline Taxis Limited	28.5.2021
Ringway Infrastructure Services Limited	31.5.2021
Churchill Security Solutions Limited	31.5.2021
Hexagon Care Services Limited	6.8.2021
Sanctuary Housing Association	20.12.2021
Atalian Servest Food Co Limited	31.12.2021
Elite Cleaning and Environmental Services	31.12.2021
4 Site Security Services Limited	11.4.2022
Welcome to Yorkshire	14.4.2022
Lifeways Community Care Limited	31.7.2022
Absolutely Catering Limited	19.7.2023
SBFM Limited	TBC

North Yorkshire Pension Fund brand concept

Logo/branding concept



North Yorkshire Pension Fund brand concept

Logo/branding concept

The following concept is based on the Three Peaks in Yorkshire. Each at varying heights and topographic challenges.

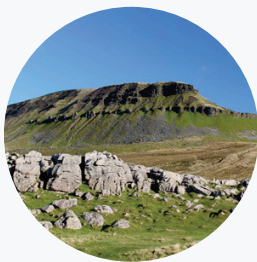
Whernside - 736m



Ingleborough - 723m



Pen-y-Ghent 694m



North Yorkshire Pension Fund brand concept

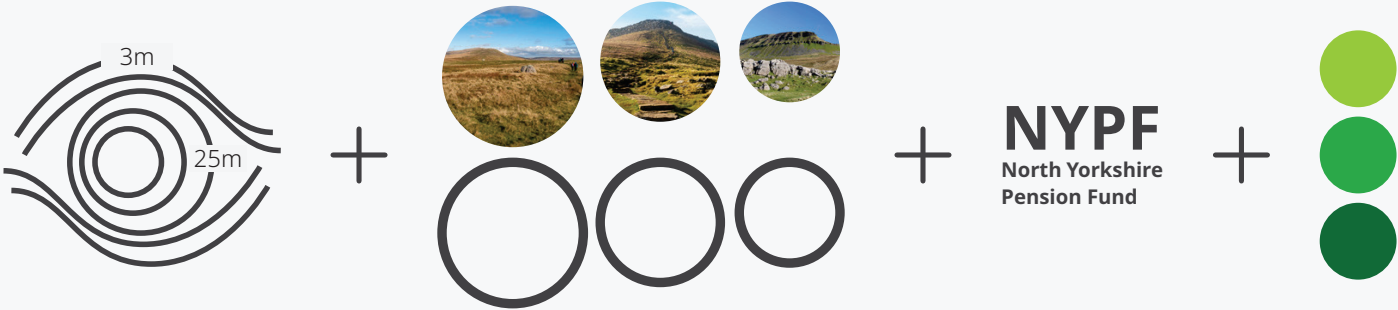
Logo/branding concept

A topographic survey map is a common way in which walkers navigate the countryside and peaks.

Circles reducing in size to represent the three peaks and their corresponding height differences.

The name, North Yorkshire Pension Fund (NYPF).

Brand colours.

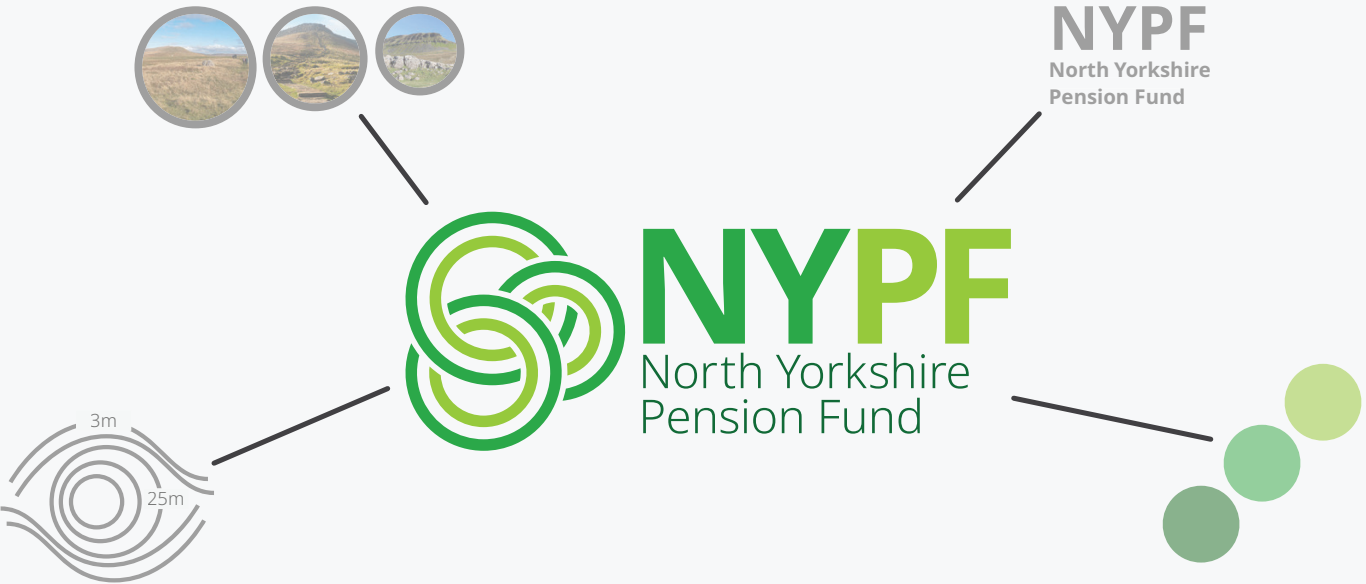




NYPF

North Yorkshire
Pension Fund

North Yorkshire Pension Fund brand concept
Logo/branding concept



North Yorkshire Pension Fund brand concept

Logo/branding concept - options and variations

V2 a



V2 b



V2 c



V3 a



V3 b

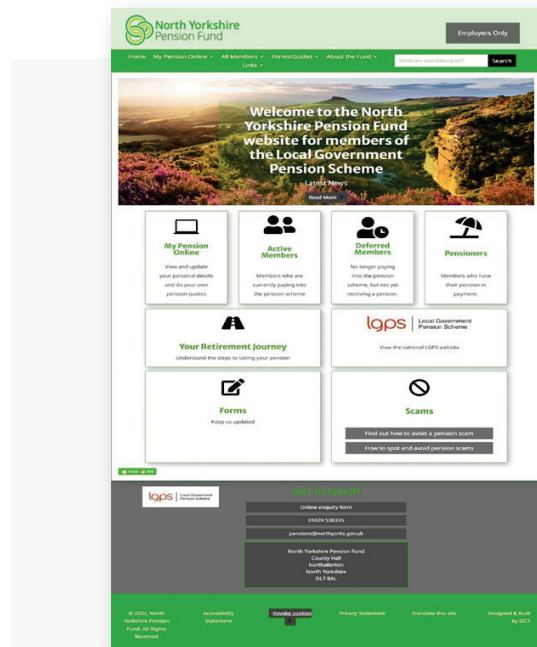
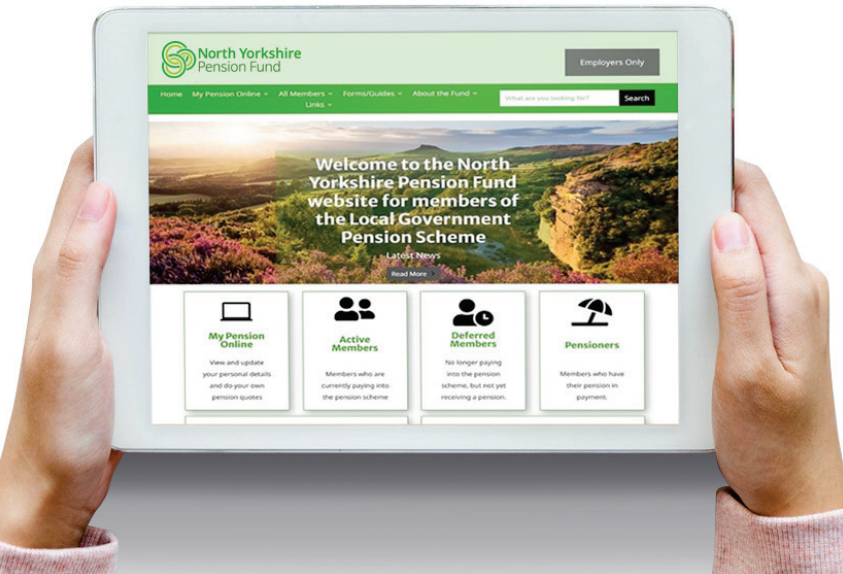


V3 c



North Yorkshire Pension Fund brand concept

Web visual



Date	Title or Nature of Course	*Mulligan P	Weighell J	Portlock D	A Thompson	>C. Vassie	#C. Les	“ #S. Gibbs	#G. Jabbour	#C. Lunn	#D. Noland	#A. Williams	#M. Walker	#N. Swannick	^J. Cattanach	+J. Crawshaw	Unison (Vacancy)	Unison (Vacancy)
8 September 2022	Asset Allocation Workshop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
28/29 September 2022	BCPP Annual Conference	✓		✓				✓		✓	✓			✓				
12/13 October 2022	PLSA Conference	✓																
9/10 November 2022	Baillie Gifford – Annual Investment Conference	✓			✓	✓		✓										
20 November 2022	Asset Allocation Workshop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
20 February 2023	Asset Allocation Workshop	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				
2 March 2023	Investment Strategy Workshop	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓				
25 May 2023	Investment Manager Workshop (Arcmont)		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				
29 June 2023	Investment Manager Workshop (PIMCO)		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				
30 June 2023	Investment Manager Workshop (Border to Coast)		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓				

- Appointed to the Committee following May 2022 elections.

*- Cllr Patrick Mulligan left the Committee on 1st April 2023 following LGR.

“ – Cllr Sam Gibbs left the Committee on 17th July 2023

^ - Cllr John Cattanach appointed to the Committee on 17th July 2023

+ - Cllr Jonny Crawshaw appointed to the Committee May 2023 following City of York Council elections

➤ - Cllr Christian Vassie left the Committee May 2023 following City of York Council elections

UPCOMING TRAINING AVAILABLE TO MEMBERS

Provider	Course / Conference Title	Date(s)	Location	Themes / Subjects Covered
PLSA	Annual Conference	17 – 19 October 2023	Manchester Central Windmill Street Manchester M2 3GX	<p>The definitive pensions conference and exhibition, where the industry comes together to discuss every aspect of pensions, from communications and engagement, to investment, to the geopolitical outlook, and the trustee agenda.</p> <p>In 2023 the PLSA is celebrating 100 years as the voice of workplace pensions.</p>
SPS	SPS LGPS Sustainable Investment & Topical Issue Conference	19 October 2023	The View at the Royal College of Surgeons, London	<p>This conference aims to examine a range of property, infrastructure and other real asset investment strategies and explore the ways pension funds can use them to meet their scheme specific goal requirements such as stable and sustainable returns, risk management and diversification. We will also consider how recent and prevailing conditions have impacted performance and prospects, and to include key practical considerations such as liquidity, ESG/impact/climate requirements and cost and implementation issues.</p>
PLSA	Responsible Investment Conference	29 November	PricewaterhouseCoopers 1 Embankment Place London WC2N 6RH	<p>The PLSA's Responsible Investment Conference - formerly our digital ESG Conference - returns for 2023 as a face-to-face event featuring expert speakers discussing the latest developments in this quickly evolving landscape. Meet pension schemes and advisers at this essential event for anyone with an interest in responsible investment.</p>

Provider	Course / Conference Title	Date(s)	Location	Themes / Subjects Covered
				The one-day event takes place in a central London location. Information due shortly.
PLSA	Policy Insights: The Regulatory Horizon for 2024	7 December	Online Webinar 11 – 11.45 am	<p>Your chance to find out about the policy and lobbying work that we do on members' behalf. Hear from the PLSA's Policy and Advocacy team about the conversations they have with Ministers, Government officials and regulators, and ask questions about issues on the current agenda.</p> <p>Join us for a Policy Insights Webinar on the regulatory horizon for 2024. Our policy experts will discuss the developments, themes and challenges expected for the next year in pensions. Learn how these may impact your scheme and what you can do to prepare.</p>
PLSA	Local Authority Forum	14 December	TBC Central London	<p>The new and innovative Local Authority Forum brings together pension professionals from across the industry to help drive policy debate, engage on key issues and share best practice.</p> <p>This Forum creates a space for delegates to discuss the challenges facing local authority pension funds. There will also be the opportunity to ask the experts about the key issues affecting local authorities in a moderated Q&A session.</p>

Hymans Robertson package (Aspire) of on-line training can now be utilised by Members - “bite-size” sessions that can be dipped in and out of at Members convenience. There are now two packages available with package two being the most up to date version. The training modules are as follows:-

1: Introduction to the LGPS - Stakeholders; local arrangements for committees, boards, officers and advisers; regulatory framework.

2: Governance and oversight - Legislation and guidance; policy documents; roles and responsibilities of committees and board members; Code of Practice 14; pensions administration overview; Government oversight bodies; business plans.

3: Administration and fund management - Pension benefits and contributions; service delivery; administration and communication strategies and policy documents and processes; annual report and accounts; procurements.

4: Funding and actuarial matters - Role of the actuary; the funding strategy; valuations; employer issues; actuarial assumptions.

5: Investments - Investment strategy, asset class characteristics and investment markets; pooling investments; monitoring performance of investments and advisers; responsible investment.

6: Current issues - LGPS reform; McCloud; Goodwin; cost sharing.

PENSION FUND COMMITTEE TIMETABLE FOR MEETINGS IN 2023/24

Meeting Date	Time & Venue	Event	Fund Managers
14 September 2023	10 am, TBC	Pension Fund Workshop	Representative of BCPP and / or Fund Manager TBC
15 September 2023	10 am, TBC	Pension Fund Committee	
23 November 2023	10 am, TBC	Pension Fund Workshop	Representative of BCPP and / or Fund Manager TBC
24 November 2023	10 am, TBC	Pension Fund Committee	
29 February 2024	10 am, TBC	Pension Fund Workshop	Representative of BCPP and / or Fund Manager TBC
1 March 2024	10 am, TBC	Pension Fund Committee	