

# North Yorkshire County Council

## Pension Fund Committee

1 March 2024

### 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 30/09/2023	+/- Change (%)	At 31/12/2023
Active	29,975	+2.19%	30,638
Deferred	39,938	-0.16%	39,873
Pensioner (incl spouse & dependant members)	29,895	+1.56%	30,363
<b>Total</b>	<b>99,808</b>		<b>100,874</b>

##### 3.2. Throughput Statistics

- Period from 1 October 2023 to 31 December 2023

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	6	38	39	5
Transfer Out quotes	15	116	103	28
Employer & employee estimates	48	629	640	37
Retirement quotes	68	386	412	42
Preserved benefits	1,730	5,067	5,229	1,568
Death in payment or in service	117	563	562	118
Refunds	20	352	307	65
Actual retirement procedure	545	945	982	508
Interfund transfers	469	953	946	476
Aggregate member records	86	166	190	62
Others	206	1,626	1,272	560
<b>Total Cases</b>	<b>3,310</b>	<b>10,841</b>	<b>10,682</b>	<b>3,469</b>

- As well as processing the above cases, the Pensions team also handled 6,925 phone calls (average 115 per working day) in the quarter.

### 3.3. Performance Statistics

- The performance figures for the period 1 October 2023 to 31 December 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%	97%
Increase numbers of registered self-service users by 700 per quarter (total registered users 45,276)	700	1,187

- We continue to focus on completing all of our work within target and encouraging sign up for member self-service.
- High demand as a result of the bulk existence check across deferred and pensioner members coupled with the McCloud disclosure communication has resulted in the dip in our SLA.

### 3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

#### Commendations

Date	Number	Summary
Oct	2	One issue which has been completed courteously and efficiently Excellent speedy service
Nov	3	Friendly assistance I have nothing but praise for all the staff that I have spoken to Thank you also for your swift response
Dec	4	Gone above and beyond to make sure I receive my pension quickly Thank you for your efficient processing of my pension claim Excellent service Very supportive and professional in their jobs

#### Complaints

Date	Number	Summary
Oct	1	Admin - Complaint about the wording used in our address confirmation letter, "We understand you may have moved address"
Nov	2	IHER – both appeals against the tier of ill health benefit awarded by the employer
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.

### 3.5. **Annual Benefit Statements 2024**

The 2024 exercise has begun with preparatory work underway with templates being updated and employers notified of their year-end obligations.

### 3.6. **Breaches Policy & Log**

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

## 4. **Issues and Initiatives**

### 4.1. **Ongoing projects**

We continue to make progress with the i-Connect rollout and the new website is now live:

- We continue to push ahead with the onboarding of our remaining employers to i-Connect with 170 now onboarded and only 60 remaining.
- The new website went live on 4 December.

### 4.2. **McCloud**

All the data received to date has been processed and we only had 6 employers who failed to respond by the deadline of 31 January 2024. We will accept the data we hold as being correct for the affected members.

The disclosure communication was issued through December, this went to every member, either by email or post or via employers for active members. Included in this mailing was a blank nomination form, a McCloud public sector service form and details of how to connect to My Pension Online, our online member portal. This mailing resulted in a spike in completed nomination forms and members registering for online access.

We also received a lot of returned mail which we are working through and tracing members where appropriate.

The next stage is to refresh the data on our test database and start running calculations and processes to identify and correct errors before running them in the live database.

### 4.3. **New TPR General Code of Practice**

The new General Code of Practice was finally laid before parliament on 10 January and is expected to be in force from 27 March. This code consolidates and modernises 10 previous codes into a single code and sets out governance standards for pension schemes. For public service pension schemes like the Local Government Pension Scheme (LGPS), the code replaces Code of Practice 14 (Governance and Administration of Public Service Pension Schemes).

There are five sections within the Code:

1. The governing body
2. Funding & Investment
3. Administration
4. Communications and disclosure
5. Reporting to TPR

At 171 pages long with 5 sections comprising of 51 modules it will take some time to work through and interpret. Once we've established which elements apply to the LGPS we will undertake a compliance review and gap analysis to create an action plan to address the areas that need further attention. Further updates will be provided at future meetings.

## 5 Member Training

The Member training record showing the training undertaken up to the end of the relevant quarter is attached as **Appendix 3**.

Please contact Stephen Loach on 01609 532216 or email [stephen.loach@northyorks.gov.uk](mailto: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 Chris Chapman on email [chris.chapman1@northyorks.gov.uk](mailto:chris.chapman1@northyorks.gov.uk) for further information or to reserve a place on an event. Events are currently limited due to the pandemic.

The views of Members will be sought on ideas for training 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 is attached as **Appendix 5**.

## 7 Recommendations

7.1 Members to note the contents of the report.

Gary Fielding  
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22 February 2024