

North Yorkshire County Council

Pension Fund Committee

24 May 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 31/12/2023	+/- Change (%)	At 31/03/2024
Active	30,638	-0.45%	30,499
Deferred	39,873	-0.02%	39,865
Pensioner (incl spouse & dependant members)	30,363	+1.34%	30,776
Total	100,874		101,140

3.2. Throughput Statistics

- Period from 1 January 2024 to 31 March 2024

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	5	40	34	11
Transfer Out quotes	28	162	157	33
Employer & employee estimates	37	1,155	1,121	71
Retirement quotes	42	486	443	85
Preserved benefits	1,568	1,284	1,775	1,077
Death in payment or in service	118	217	205	130
Refunds	65	402	309	158
Actual retirement procedure	508	810	570	748
Interfund transfers	476	568	540	504
Aggregate member records	62	143	153	52
Others	560	1,678	1,833	405
Total Cases	3,469	6,945	7,140	3,274

- As well as processing the above cases, the Pensions team also handled 3,744 phone calls (average 75 per working day) in the quarter.

3.3. Performance Statistics

- The performance figures for the period 1 January 2024 to 31 March 2024 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	97%
Customers surveyed ranking service good or excellent	94%	98%
Increase numbers of registered self-service users by 700 per quarter (total registered users 46,888)	700	1,612

- We continue to focus on completing all of our work within target and encouraging sign up for member self-service.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Jan	6	I found all staff that I contacted to be very friendly and helpful Dealt with my calls with sensitivity, empathy and clarity of information
Feb	1	Been excellent and so professional throughout, has gone above and beyond to help me
Mar	4	Excellent customer care All was very good

Complaints

Date	Number	Summary
Jan	1	Regs - Complaint about only having a refund or transfer option as not met 2 year vesting period
Feb	1	Admin – Complaint against Prudential’s mis-management of AVC funds
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 2024**

Benefit statements for Deferred members were published online on 3 May with paper copies sent to the print unit the same day.

Benefit statements for Active members are in progress. All templates have been updated and we have received 143 of 174 year end data files, the majority via i-Connect. We have also checked 66 of these submissions and are working through the errors and queries.

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 to 31 March 2024.

4. **Issues and Initiatives**

4.1. **Ongoing projects**

Progress with the i-Connect rollout has paused again as the team deals with year end processing and annual benefit statement production. The latest position is 190 employers onboarded with 53 left who are mainly small contractors with multiple contracts of one or two members. We are on target to complete this project by 31 March 2025.

4.2. **McCloud**

The bulk process was run through in our Test environment and errors were corrected on Live records.

The bulk process has been run in Live and McCloud functionality is switched on. All future calculations will now take account of any underpin that may be applicable. The administration teams has been trained on the changes and guides, a decision tree and excel calculators have been created to assist them when processing member benefits.

The next stage is to resolve the errors from the Live bulk calculation run and then address those members who have already received benefits but an underpin has been identified as being due. This is another significant piece of work and will run through the summer.

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

An initial meeting was held with Aon on 18 April to provide guidance on how to complete their compliance checker spreadsheet.

Our first half day workshop was on 15 May and good progress was made. A first progress update will be brought to the June meeting where we anticipate that a number of existing governance documents will have been updated to include the required changes.

4.4. **Incident Management & Business Continuity**

Meeting held with the resilience & emergencies team which was very productive and we are now working on further developing the plans.

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 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 the team on email pensionfund@northyorks.gov.uk for further information or to reserve a place on an event.

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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County Hall
Northallerton

16 May 2024