

t Yo kshi e County Council

**Pension Fund Committee**

**13 September 2024**

**Administ ation Report**

**Re ort of the Treasurer**

**1. Pu se f the Repo t**

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 Ag eements & New Academies**

2.1. The latest position relating to admission agreements and academy conversions is shown in **Appendix 1**.

**3. Administration**

**3.1. Members ip Statistics**

Membership Category	At 01/04/2024	+/- Change (%)	At 30/06/2024
Active	30,499	+6.54%	32,491
Deferred	39,865	-0.70%	39,587
Pensioner (incl spouse & dependant members)	30,776	+2.30%	31,486
<b>Total</b>	<b>101,140</b>		<b>103,564</b>

**3.2. Thr oughput Statistics**

- Period from 1 April 2024 to 30 June 2024

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	11	45	47	9
Transfer Out quotes	33	141	142	32
Employer & employee estimates	71	879	780	170
Retirement quotes	85	461	464	82
Preserved benefits	1,077	1,540	1,712	905
Death in payment or in service	130	684	680	134
Refunds	158	356	373	141
Actual retirement procedure	748	696	880	564
Interfund transfers	504	569	488	585
Aggregate member records	52	126	127	51
Others	405	412	458	359
<b>Total Cases</b>	<b>3,274</b>	<b>5,909</b>	<b>6,151</b>	<b>3,032</b>

- As well as processing the above cases, the Pensions team also handled 3,444 phone calls (average 56 per working day) in the quarter.

### 3.3. Performance Statistics

- The performance figures for the period 1 April 2024 to 30 June 2024 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	94%
Customers surveyed ranking service good or excellent	94%	96%
Increase numbers of registered self-service users by 700 per quarter (total registered users 48,348)	700	1,460

- 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
Apr	5	The pensions service excelled in their duties. A very professional service.
May	7	I found the pension team extremely helpful Very professional and kept me informed throughout the process
June	1	Quick response and help

#### Complaints

Date	Number	Summary
Apr	2	IHER – complaint against employer not informing them about IHER at date of leaving Regs – complaint about not being able to draw benefits or transfer out due to restrictions imposed by the regulations
May	0	
June	1	Admin – Retirement benefits were overquoted due to incorrect service history being recorded.

- 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 Active members were published online on 26 July with paper copies sent to the print unit the same day. This is 5 weeks ahead of the statutory deadline.

We issued 27,696 out of 28,564 statements which equates to 97.92%. The remaining 595 are being worked through and those that need to be issued will be completed before 31 August 2024.

### 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 30 June 2024.

## 4. **Issues and Initiatives**

### 4.1. **Ongoing projects**

The latest position is 196 employers onboarded with 48 left who are mainly small contractors with multiple contracts of one or two members. The employer relationship team are now onboarding new employers as part of the admissions process. We are still aiming to fully complete this project by 31 March 2025.

### 4.2. **McCloud**

Good progress is being made and work continues with investigating and resolving the errors and queries from the go live. This will enable us to fully establish how many members and records are in scope and potentially have an underpin payable.

Once this work is completed the next stage is the rectification for those members who have already had benefits paid, pensioners, transfers out and deaths where a potential underpin has been identified.

It has been confirmed the McCloud data has to be included in the 2024 annual benefit statements so that has established a finite completion date for this project.

### 4.3. **Pensions Dashboard**

A contract variation has been submitted to appoint Heywood as our ISP provider. They are an alpha partner in the dashboards program and have already successfully connected to the dashboard ecosystem.

The connection deadline for the Local Government Pension Scheme is 31 October 2025. We are targeting a connection date of 31 May 2025 and a project team has been created to progress this.

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

Aon have reviewed the completed TPR compliance spreadsheet and a workshop was held on 20 August to discuss their findings and receive feedback. From this workshop a final baseline position has been created and actions agreed. A copy of the output report is included at **Appendix 3**.

From this baseline an action plan will be created to ensure progression towards full compliance and updates will be brought to future meetings. A schedule of reassessment will also need to be established.

### 4.5. **Business Continuity Plan**

The first draft of the business continuity plan (BCP) has been created and a workshop has been arranged with the incident management team to further develop and refine the plan. This will also involve working through various scenarios to ensure the plan is fit for purpose.

## 5 Risk Register

The Fund risk register is reviewed twice a year in May and November and is normally brought to the annual governance document review meeting. Unfortunately due to other work priorities the May review was not signed off in time so it is being brought to the subsequent meeting instead for review. The detailed report is included as **Appendix 4** and the summary report is **Appendix 5**.

There is one risk that has worsened, three that have lessened and seven risks that have remained the same since the last review.

Risk – RPF\_9 Key Personnel has worsened due to work pressures across the Council, to deal with legacy local government reorganisation issues and the delays in the auditing of the Council's and Pension Fund's accounts as reported to the Committee. The probability has been changed to high from medium, reflecting the fact that this has happened. This risk is expected to reduce over time.

Risk – RPF\_2 Pension Fund Solvency has improved due to a reassessment of the position. Solvency has remained over 100% since the 2019 valuation, despite the financial markets reacting badly to covid, the Russian invasion of Ukraine, and the Government's mini budget in September 2022. There has also been a sustained period of high interest rates and high inflation. The probability has been changed to low from medium.

Risk – RPF\_8 Employer Contributions has improved due to the healthy solvency position of the Fund over a number of years (see Risk – RPF\_2 Pension Fund Solvency) and the implementation of risk mitigation actions such as the roll out of i-Connect to employers and the application of the recently updated Charging Policy and Breaches Policy. The probability has been changed to low from medium.

Risk – RPF\_3 LGPS Pooling Transition has improved as we are a significant way through this process and the management and monitoring of this process is well established. Approximately 75% of the Fund's assets are now managed by Border to Coast. There have been no significant issues and the Fund continues to work with Border to Coast on ongoing management arrangements and up and coming fund launches. The probability and the impact have both been reduced to low from medium to reflect this.

## 6 Member Training

The Member training record showing the training undertaken up to the end of the relevant quarter is attached as **Appendix 6**.

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.

The new General Code of Practice refers to areas that Pension Fund Committee (and Pension Board) Members should be familiar with. They are pensions law and associated legislation, the scheme, scheme funding and investments, risk management, scheme administration and service providers, and scheme communications. These areas are all covered by the modules on the Aspire LGPS Online Learning Academy managed by Hymans Robertson, which is available to all Pension Fund Committee and Pension Board Members and appropriate pensions officers.

Hymans Robertson will soon be making available their latest version of their LGPS National Knowledge Assessment. This will serve a number of purposes:

- to help satisfy the requirements laid out in the General Code of Practice to support reporting on the knowledge and skill of individual Committee and Board Members
- to assess the collective knowledge of the Committee, as well as that of the Board
- to help identify any gaps in knowledge or areas of lower knowledge, on an individual and collective basis, to assist with the focus of training over the next 12-18 months
- to provide benchmarking against all other participating LGPS funds

All Pension Fund Committee and Pension Board Members will be asked to complete the Assessment.

The Knowledge Assessment has been deliberately aligned to the modules on Aspire, offering an easy first step to assist Committee and Board Members quickly develop knowledge in any weaker areas they may have. However, there would be a clearer picture for potential supplemental training if all Members completed all the Aspire modules before completing the Knowledge Assessment.

Upcoming courses, seminars and conferences available to Members are set out in the schedule attached as **Appendix 7**.

Please contact the team on email [pensionfund@northyorks.gov.uk](mailto:pensionfund@northyorks.gov.uk) for further information or [DemocraticServices.West@northyorks.gov.uk](mailto:DemocraticServices.West@northyorks.gov.uk) or [stephen.loach@northyorks.gov.uk](mailto:stephen.loach@northyorks.gov.uk) 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 8**.

## **7 Recommendations**

7.1 Members to note the contents of the report.

Gary Fielding  
Treasurer of North Yorkshire Pension Fund  
NYCC  
County Hall  
Northallerton  
05 September 2024

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**Academy Conversions – 18 ‘in progress’**

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
Threshfield Primary School	NYC	Yorkshire Collaborative Academy Trust	1.6.2024	Complete
Luttons Community Primary School	NYC	Ebor Academy Trust	1.7.2024	Complete
Sherburn CE Primary School	NYC	Ebor Academy Trust	1.7.2024	Complete
Sutton in Craven CE Primary School	NYC	Leeds Diocesan Learning Trust	1.7.2024	Complete
Cliffe VC Primary School	NYC	Selby Educational Trust	1.8.2024	Complete
Husthwaite CE VC Primary School	NYC	Elevate Multi Academy Trust	1.9.2024	In progress
Peasey CE VC Primary School	NYC	Elevate Multi Academy Trust	1.9.2024	In progress
Oakbridge Primary School	New school	Dales Academies Trust	1.9.2024	In progress
Hackness CE Primary School	NYC	Elevate Multi Academy Trust	1.10.2024	In progress
Wykeham CE Primary School	NYC	Elevate Multi Academy Trust	1.10.2024	In progress
Barlow CE VC Primary School	NYC	Pathfinder Multi Academy Trust	1.10.2024	In progress
Burton Salmon CP School	NYC	Pathfinder Multi Academy Trust	1.10.2024	In progress
Chapel Haddlesey	NYC	Pathfinder Multi Academy Trust	1.10.2024	In progress

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
Welburn Community Primary School	NYC	Pathfinder Multi Academy Trust	1.10.2024	In progress
Mowbray School	NYC	Ascent Academies Trust	1.11.2024	Will be progressed nearer the time
Osmotherley Primary School	NYC	Yorkshire Collaborative Academy Trust	1.11.2024	Will be progressed nearer the time
Broomfield Primary	NYC	Areté Learning Trust	1.12.2024	Will be progressed nearer the time
Fairburn Primary School	NYC	Selby Educational Trust	1.4.2025	Will be progressed nearer the time
St Barnabas Church of England VC Primary School	COYC	Pathfinder Multi Academy Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Springwater School	NYC	Possibly with Ascent Academies Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Saltergate Infant School	NYC	Possibly with Red Kite Learning Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Saltergate Junior School	NYC	Possibly with Red Kite Learning Trust	TBC	Will be progressed when Trust has been confirmed and conversion date known
Masham CE VA Primary School	NYC	TBC	TBC	Will be progressed when Trust has been confirmed and conversion date known



Admission Bodies – 17 ‘in progress’

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
<b>Outwood Grange Academies Trust</b> Outwood Primary Academy Aline	Cater Link Limited	1.9.2023	Complete
<b>City of York Council</b> (Young Persons Counselling Services)	York Mind Limited	1.1.2024	Complete
<b>The York North Yorkshire Council Combined Authority</b>	N/A	1.2.2024 & 7.5.2024	Complete
<b>Dales Academies Trust</b>	Aspens Services Ltd	26.2.2024	Complete
<b>The North Yorkshire Council</b> Sutton in Craven CP School	Carroll Cleaning Company Limited	1.4.2024	Complete
<b>The City of York Council</b> Wigginton Primary School	Synergy FM	1.4.2024	Complete
<b>Outwood Grange Academies Trust</b> Outwood Primary Academy Aline	Bulloughs Cleaning Services	1.4.2024	Complete
<b>Outwood Grange Academies Trust</b> Outwood Academy Ripon	Bulloughs Cleaning Services	1.4.2024	Complete
<b>The North Yorkshire Council</b> Saltergate Primary School (cleaning and caretaking service)	Bulloughs Cleaning Services	1.4.2024	Complete
<b>The North Yorkshire Council</b> Saltergate Primary School (catering service)	Hutchison Catering Limited	1.4.2024	Complete
<b>Ryedale Learning Trust merger with Areté Learning Trust</b> Novation of the admission agreement for the cleaning contract	Independent Cleaning Services Limited	1.4.2024	Complete
<b>Elevate Multi Academy Trust</b> Thornton Dale Cof E Primary School	Lark Cleaning Services (T/A Betterclean)	1.4.2024	Complete
<b>Northern Star Academies Trust</b> New Park Primary Academy, Harrogate	Bulloughs Cleaning Services Limited	29.4.2024	Complete

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
<b>Craven College</b>	Bulloughs Cleaning Services Limited	1.5.2024	Complete
<b>The North Yorkshire Council</b>	Align Property Services Limited	1.12.2023	In progress
<b>David Ross Education Trust David Ross Education Trust</b> Thomas Hinderwell Primary Academy (cleaning service)	Easy Clean Limited	1.4.2024	In progress
<b>Elevate Multi Academy Trust</b> Sowerby Primary Academy, Carlton Miniott Primary Academy, South Kilvington C of E Academy	Atlas Facilities Management	1.4.2024	In progress
<b>Leeds Diocesan Learning Trust</b> (cleaning contract) All schools (excluding Holy Trinity Infant & Junior schools)	Premier Support Services Limited	1.4.2024	In progress
<b>Leeds Diocesan Learning Trust</b> Holy Trinity Infant & Nursery & Junior schools	Premier Support Services Limited	8.4.2024	In progress
<b>The North Yorkshire Council &amp; the City of York Council</b>	Veritau Public Sector Limited	1.7.2024	In progress
<b>The City of York Council</b> Ralph Butterfield Primary School	Dolce Limited	28.7.2024	In progress
<b>Coast and Vale Learning Trust</b> All schools (excluding Scalby School)	Taylor Shaw Limited	1.8.2024	In progress
<b>South York Multi Academy Trust</b> Bishopthorpe Infant School (cleaning service)	Crystal Facilities Management Limited	1.8.2024	In progress
<b>St Cuthbert's Roman Catholic Academy Trust</b> St Augustine's Catholic School Scarborough St George's Catholic Primary Scarborough St Peter's Catholic Primary Scarborough	Cater Link Limited	1.9.2024	In progress
<b>The North Yorkshire Council</b> Cliffe VC Primary School	Mellors Catering Services Limited	1.9.2024	In progress
<b>Coast and Vale Learning Trust</b> Catering contract at all schools	Taylor Shaw Limited	1.9.2024	In progress

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
<b>Leeds Diocesan Learning Trust</b> Dacre Braithwaite CE Primary School Fountains CE Primary School Grewelthorpe CE Primary School Roeliffa CofE Primary School Carleton Endowed CE Primary School North Stainley CE Primary School Christ Church, CE Primary School Holy Trinity CE Infants & Nursery Holy Trinity CE Junior School	Hutchison Catering Limited	1.9.2024	In progress
<b>The North Yorkshire Council</b> Grove Road Community Primary School - Catering Contract	Hutchison Catering Limited	1.9.2024	In progress
<b>The North Yorkshire Council</b> Hertford Vale CE Primary School	Hutchison Catering Limited	1.9.2024	In progress
<b>The North Yorkshire Council</b> Grove Road Community Primary School - Extra Care Contract	Premier Education	4.11.2024	In progress
<b>The North Yorkshire Council</b> Health and Adult Services - Extra Care Contract	Possibly Housing 21	TBC	In progress

**Exited Employers – 32**

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
Pogge 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
Streamline Taxis Limited	28.5.2021

Name of Employer	Date exited the Fund
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	25.7.2023
Atlas Facilities Management Limited	6.10.2023
York Archaeological Trust	31.1.2024
Urbarer Limited	31.3.2024
SBFM Limited	31.3.2024
Northallerton and Romanby Burial Board	31.3.2024
University of Hull	31.5.2024

Name of Employer	Date exited the Fund
Inspiring Healthy Lifestyles (Wigan Leisure & Culture Trust)	31.8.2024

	Title or Nature of Course	&Weighell J	Portlock D	A Thompson	@P Wilkinson	*D Sladden	%M. Crane	" S. Gibbs	G. Jabour	C. Lunn	D. Noland	#A. Williams	M. Walker	N. Swannick	^J. Cattnach	+J. Crawshaw	\$P Kilbane	Unison (Vacancy)	Unison (Vacancy)
30 June 2023	Investment Manager Workshop (Border to Coast)	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓					
14 September 2023	Asset Allocation Workshop (Equities Review)	✓	✓						✓	✓	✓	✓		✓					
28-29 September 2023	BCPP Investment Conference						✓		✓	✓	✓		✓	✓					
26 October 2023	Impact and Factor Equities	✓	✓	✓			✓	✓	✓	✓	✓	✓		✓					
23 November 2023	Impact Equities, including presentation from Baillie Gifford					✓	✓	✓	✓	✓	✓	✓	✓	✓					
22 February 2024	UK Opportunities and Climate Opportunities workshop		✓				✓	✓	✓	✓	✓	✓	✓	✓	✓				
27 June 2024	General Code of Practice Workshop AON		✓	✓			✓	✓	✓	✓	✓			✓	✓		✓		

**When Members have attended Workshops/Conferences/Training Events could you please inform Stephen Loach on [stephen.loach@northyorks.gov.uk](mailto:stephen.loach@northyorks.gov.uk) and these details will be included within this appendix for future meetings.**

“ – Cllr Sam Gibbs left the Committee on 17<sup>th</sup> July 2023 and was re-appointed from 15 November 2023

^ - Cllr John Cattanach appointed to the Committee on 17<sup>th</sup> July 2023

+ - Cllr Jonny Crawshaw appointed to the Committee May 2023 and left May 2024 following City of York Council elections

& - Councillor John Weighell OBE left the Committee on 15 November 2023

@ - Councillor Peter Wilkinon appointed to the Committee in May 2024

\* - Councillor Dan Sladden appointed to the Committee in May 2024

# - Councillor Andrew Williams left the Committee in May 2024

~ - Councillor Matt Walker left the Committee in May 2024

\$ - Councillor Peter Kilbane appointed to the Committee May 2024 following City of York Council elections



UPCOMING TRAINING AVAILABLE TO MEMBERS

<b>Provider</b>	<b>Course / Conference Title</b>	<b>Date(s)</b>	<b>Location</b>	<b>Themes / Subjects Covered</b>
PLSA	Annual Conference	15 – 17 October 2024	ACC, Liverpool	Empower yourself with the latest insights at the PLSA Annual Conference, the definitive gathering for the pensions community. Connect, learn, and shape the future of pensions through expert-led sessions, valuable networking, and access to the policy debate and ground-breaking practical solutions.
PLSA	Pensions' Policy Summit	28 November 2024	PwC 1 Embankment Place London WC2N 6RH	Pensions are once again at the forefront of political discourse. A two-part pensions review is underway and there are big questions on the role schemes can play in growing the UK economy and how to improve retirement adequacy. A growth-focused Budget could well impact schemes.  This autumn, the PLSA's Pensions Policy Summit brings together political commentators, policymakers and the pensions industry to set out the future of pensions policy under the Labour Government.
LGA	LGPS Governance Conference 2025	30 January - 31 January 2025	Bournemouth Highcliff Marriott Hotel 105 St Michael's Rd W Cliff Rd Bournemouth BH2 5DU	Our conference is a must attend event for councillors and others who attend pension committees and local pension boards. The programme is designed to cover the key issues for the Local Government Pension Scheme (LGPS) and our speakers are all experts in their fields.

## LGA Fundamentals training 2024

There are a few places left on the Fundamentals training programme, which starts in October. LGA are running the training in person in two locations (London and York) and separately online.

Fundamentals is a three-day training course aimed at councillors and other who attend pension committees/panels and local pension boards. Attending all three days will help delegates meet the required knowledge, skills and understanding. All sessions are delivered by experts in their field. The event also provides delegates with valuable networking opportunities.

Day 1			
10 October	York	The Principal Hotel	
16 October	Westminster	LGA Offices	
23 & 30 October	Online		
Day 2			
5 November	York	The Principal Hotel	
13 November	Westminster	LGA Offices	
21 & 28 November	Online		
Day 3			
4 December	York	The Principal Hotel	
10 December	Westminster	LGA Offices	
12 & 17 December	Online		

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.

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**PENSION FUND COMMITTEE TIMETABLE FOR MEETINGS IN 2024/25**

13 September 2024	10 am, Brierley Room, County Hall, Northallerton	Pension Fund Committee
22 November 2024	10 am, Brierley Room, County Hall, Northallerton	Pension Fund Committee
28 February 2025	10 am, Brierley Room, County Hall, Northallerton	Pension Fund Committee

Arrangements for Workshops are currently under consideration and will be published alongside meeting dates, when available.

A Committee Timetable for 2025/26 is currently being developed and details will be provided when this is available.