

North Yorkshire Council

Pension Fund Committee

28 February 2025

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 30/09/2024	+/- Change (%)	At 31/12/2024
Active	31,677	+0.70%	31,900
Deferred	39,295	-0.12%	39,249
Pensioner (incl spouse & dependant members)	32,225	+1.21%	32,619
Total	103,197		103,768

3.2. Throughput Statistics

- Period from 1 October 2024 to 31 December 2024

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	3	32	27	8
Transfer Out quotes	22	148	120	50
Employer & employee estimates	48	531	507	72
Retirement quotes	76	376	404	48
Preserved benefits	1,684	4,387	4,175	1,896
Death in payment or in service	128	440	416	152
Refunds	113	292	279	126
Actual retirement procedure	414	795	846	363
Interfund transfers	618	1,035	1,001	652
Aggregate member records	53	171	172	52
Others	327	656	670	313
Total Cases	3,486	8,863	8,617	3,732

- As well as processing the above cases, the Pensions team also handled 1,725 phone calls (average 35 per working day) in the quarter.

3.3. Performance Statistics

- The performance figures for the period 1 October 2024 to 31 December 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%	95%
Increase numbers of registered self-service users by 700 per quarter (total registered users 52,437)	700	2,458

- We continue to focus on completing all of our work within target and encouraging sign up for member self-service.
- We have finalised the deferred member address tracing exercise and are dealing with the requests that have arisen as a result of the exercise.

3.4. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Oct	3	Web great for info, team superb. The pensions team are awesome.
Nov	2	Excellent customer service. Excellent service and communication was first class.
Dec	4	The overall experience was excellent and the staff I spoke to were very knowledgeable, friendly and helpful. I was very impressed with the service.

Complaints

Date	Number	Summary
Oct	0	
Nov	1	Admin – complaint about us not offering benefits at leaving and again at age 60.
Dec	1	Regs – complaint about transfer out being refused as member was within 12 months of state pension age.

- 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 2025

Work has now finished on the 2024 annual benefit statement exercise and we have commenced preparatory work for the 2025 exercise. The templates will need to be revisited as we have to include information about McCloud from 2025 onwards. We are awaiting details of what that information is and the format it should take.

3.6. Breaches Policy & Log

Included at **Appendix 2** is the North Yorkshire Pension Fund's Breaches Log for review. There is one new entry this quarter as shown below.

Date	Description	Cause	Regulation breached	Effect
26/11/2024	Retirement options were sent out to 2 separate members and they both received each other's information as well as their own.	Human error - software used to combine documents wasn't closed down between processing members and so it appended documents together.	Data Protection Act 2018	Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed.

4. Issues and Initiatives

4.1. I-Connect (employer portal) rollout

The latest position is 244 employers onboarded with 11 remaining. The team is focussing heavily on onboarding the remaining employers before the 2024/2025 year end.

4.2. McCloud

Primary focus continues to be ensuring active and deferred members records are correct ahead of the 2025 annual benefit statement production.

4.3. Pensions Dashboard

Preliminary planning meetings held with the ISP provider and a brief overview of the functionality was provided. Data cleansing work continues with the project due to commence mid to end February 2025.

The dashboard project team meets regularly to discuss progress, agree and schedule next actions.

4.4. New TPR General Code of Practice

Officers continue to update the compliance tracker tool. A progress report is included at **Appendix 3** which provides an overview of the changes in RAG ratings from the baseline to date.

Focus in this quarter has primarily been within the Administration section with five ratings moving from red to green and one from amber to green. We are now fully compliant in the Scheme Administration module with only four modules overall not fully compliant.

Work continues on the remaining non-compliant items identified for action.

4.5. Business Continuity Plan

The initial plan was finished in December and sent to a colleague in the Cyber Security team with a request for them to provide wording for the cyber security section as the Fund comes under the North Yorkshire Council policies and processes as the Administering Authority. Meeting held with Head of Information and Cyber Security and BCP has now been completed. Scenario testing will run throughout 2025.

5 Member Training

The Member training record showing the training undertaken up to the end of the relevant quarter is attached as **Appendix 4**.

Please contact Christian Brennan on 01723 232332 or email christian.brennan@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 5**.

Please contact the team on email pensionfund@northyorks.gov.uk for further information or DemocraticServices.West@northyorks.gov.uk or christian.brennan@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 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.

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North Yorkshire Council
County Hall

Northallerton
19 February 2025