

North Yorkshire County Council

Pension Fund Committee

10 September 2021

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 31/03/2021	+/- Change (%)	At 30/06/2021
Active	33,640	-4.79%	32,029
Deferred	38,836	-0.27%	38,732
Pensioner (incl spouse & dependant members)	25,419	+1.27%	25,743
Total	97,895		96,504

3.2. Throughput Statistics

- Period from 1 April 2021 to 30 June 2021

Case type	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	9	46	54	1
Transfer Out quotes	28	176	172	32
Employer estimates	18	82	98	2
Employee estimates	37	177	203	11
Retirement quotes	57	802	793	66
Preserved benefits	107	340	365	82
Death in payment or in service	39	84	80	43
Refunds	27	407	401	33
Actual retirement procedure	497	1,219	1,074	642
Interfund transfers	207	198	273	132
Aggregate member records	211	680	704	187
Process GMP	2	0	1	1
Others	214	395	358	251
Total Cases	1,453	4,606	4,576	1,483

- Alongside the above cases, the Pensions team also handled 3,873 phone calls (average 102 per day) and 7,447 emails received via the Pensions Inbox (average 146 per day) in the quarter to 30 June 2021.

Performance Statistics

- The performance figures for the period 1 April 2021 to 30 June 2021 are as follows:

Performance Indicator	Target in period	Achieved
Measured work completed within target	98%	94%
Customers surveyed ranking service good or excellent	94%	87%
Increase numbers of registered self-service users by 700 per quarter (total registered users 30,642)	700	974

- Both our output and work completed within target continue to be impacted by the requirement for resource to be focussed on our major projects particularly as they near completion.
- Our satisfaction rating has been impacted by issues we have experienced with the service Prudential has been providing in recent months. We also had issues with missed calls due to high volumes and a small number of staff taking calls. This has been managed by introducing voicemail and call back functionality.
- Our priority continues to be to pay member benefits as promptly as we can.

3.3. Commendations and Complaints

- This quarter the following commendations and complaints were received:

Commendations

Date	Number	Summary
Apr	0	
May	1	Excellent manner and helpfulness were second to none
Jun	1	Thank you for taking the time in dealing with the matter

Complaints

Date	Number	Summary
Apr	2	IHER – Complaint about tier of benefit awarded Admin – Complaint about reduction to pension following reconciliation project
May	1	Admin - Complaint about delay in receiving benefits due to Prudential. Subsequently withdrew complaint against NYPF
Jun	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.

3.4. Annual Benefit Statements 2021

Deferred member statements have been produced for 99.78% of the deferred membership on 19 May 2021 (38,671 / 38,758 meaning 87 members have not received a statement yet and these are being investigated).

Active member statement templates have been updated and signed off. Year End processing is well underway and we are preparing to run the actual calculations in mid August.

Files received - 197 (73 i-Connect (employer portal) & 124 year end submissions)

168 files/submissions were received on time, with 25 received in May (21,371 members, both NYCC & CYC were received in May), 3 in June (23 members) and 1 in July (3 members). Of the 181 posted to date, 119 have been error free. This demonstrates a significant improvement in the timeliness and quality of the data we are now receiving.

4. Issues and Initiatives

4.1. GMP and Pensioner Data Reconciliation

All work on this project has been paused to enable focus on the payroll project. Analysis and reporting of the final position remains outstanding and this will be brought to a subsequent meeting.

4.2. Breaches Policy & Log

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

4.3. Employer Charging

The vast majority of employers in the Fund are able to meet deadlines for contribution payments and sending in the supporting documentations every month. In the past year however, there have been a few incidences of "repeat offenders" who are persistent with either late or missing payments and paperwork. The Fund has not been applying its charging policy for such infractions since the start of the pandemic; however in August 2021 we wrote to all employers in the Fund to remind them of the contribution due dates and to notify them that the charging policy will be enforced from September 2021.

4.4. Administration System Project

The delivery stage of this project and its various work streams is progressing well.

- On-boarding of employers to our online portal i-Connect has been paused to allow the team to focus on Year End and benefit statements.
- This will be restarted in September with focus on our two largest employers, NYCC & CYC as priority.
- Preparatory work was undertaken prior to year-end so we are hopeful the on-boarding for these will be less time consuming or labour intensive when we get to that point.
- A revised completion date of 31 March 2022 has been agreed.
- Pensioners have been successfully paid from our interim payroll for March through to July.
- The system was merged into the Live database on 30 July and we have successfully paid the first weekly payments from the new merged system.
- New processes have been developed and training provided to both administration and payroll teams.
- Pensioners have been invited to register online to enable them to view payslips and P60s and keep their data up to date. Those who do not wish to do this can opt out and continue to receive paper documents.
- A small project is now underway to update all the records for those pensioners who have opted out.
- The first payroll run is due on 31 August. Once this has been successfully completed this workstream will be complete.
- The data reconciliation work will now be finalised.
- Website development is progressing slowly due to ensuring all requirements are captured and all aspects of cyber security are included.

4.5. Other Key Projects

4.5.1 McCloud

Work has commenced on the data gathering phase of this project with Aquila Heywood already contacting our employers with the data request. They have received 20 data files to date.

Aquila Heywood will collect, check, validate and load the corrected data into the system. They are also currently developing the tools to enable all Funds to be able to recalculate benefits and establish who is impacted and by how much. That part of the project will fall to the team to complete.

5. Outstanding Death Grant Case

There has been no further progress or information received for the outstanding death grant case and therefore there is nothing further to consider at this time.

6. Governance Documents

6.1 The Funding Strategy Statement and the Admissions and Terminations Funding Policy have been amended. A description of the documents is included in the following paragraphs, together with comments on the changes that have been made since they were last approved and any actions that are required by the PFC. The changes that have been made to previously approved versions can be seen in tracked changes in the appropriate appendix.

6.2 The **Funding Strategy Statement**, attached as **Appendix 3** describes how employers' pension liabilities are to be met going forward, how employer contributions will be kept as stable as possible, and a prudent long-term view of those liabilities. The policy has been reviewed by the Fund's actuary following MHCLG guidance on how to use new employer flexibilities. A general review and update has also been carried out ahead of the 31 March 2022 triennial valuation of the Fund. Members are asked to approve this document and, following consultation with employers, delegate authority to the Treasurer of the Fund to respond to any comments and feedback from employers.

6.3 The **Admissions and Terminations Funding Policy**, attached as **Appendix 4** outlines the Fund's policy on admissions into the Fund and the methodology for assessing an exit payment when an employer leaves the Fund. The policy has been reviewed by both the Fund's actuary and legal advisor following MHCLG guidance on how to use new employer flexibilities. A general review and update has also been carried out including the position regarding entry and exit of academies. Members are asked to approve this document and, following consultation with employers, delegate authority to the Treasurer of the Fund to respond to any comments and feedback from employers.

6.4 The **Pensions Administration Strategy**, attached as **Appendix 5** sets out the administration protocols between employers and the Fund. The policy has been updated to add a 'Notifiable Events' section for employers.

6.5 Each September a **Business Plan Update** is produced to enable the PFC to monitor and measure progress against the 3 year NYPF business plan. This update will be brought to the November meeting in future to enable a full 6 months of activity to be recorded each year.

7 Member Training

7.1 The Member Training Record showing the training undertaken to May 2021 is attached as **Appendix 6**.

7.2 Responses to the CIPFA Skills Matrix are being collated and it is anticipated the results of the assessment will be brought to a forthcoming meeting following delays due to competing priorities. It is now proposed that this will be considered alongside the Fund's business plan and budget.

7.3 Following the success of the “Introduction to the LGPS” in-house training session held on 25th January 2021, consideration is being given to the possibility of arranging subsequent sessions for Members on individual issues pertinent to the operation of the Fund. Members will be invited to provide their input in respect of potential subjects for training sessions.

7.4 Upcoming courses, seminars and conferences available to Members are set out in the schedule attached as **Appendix 7**. Please contact Kirsty Howes (01609 533298 or email kirsty.howes@northyorks.gov.uk) for further information or to reserve a place on an event. Events are limited currently due to the pandemic.

8 **Meeting Timetable**

8.1 The latest timetable for forthcoming meetings of the Committee and Investment Manager meetings is attached as **Appendix 8**. Meetings will continue to be undertaken virtually until further notice.

9 **Recommendations**

9.1 Members to note the contents of the report.

9.2 Members are asked to approve changes made to the Funding Strategy Statement and, following consultation with employers, delegate authority to the Treasurer of NYPF to respond to any comments and feedback from employers.

9.3 Members are asked to approve changes made to the Admissions and Terminations Funding Policy and, following consultation with employers, delegate authority to the Treasurer of NYPF to respond to any comments and feedback from employers.

9.4 Members are asked to approve changes made to the Pensions Administration Strategy and, following consultation with employers, delegate authority to the Treasurer of NYPF to respond to any comments and feedback from employers

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

02 September 2021

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Academy Conversions – 13 ‘in progress’

Name of School	Local Authority	Multi Academy Trust (MAT) Name	Target Conversion Date	Current Position
Forest Moor School	NYCC	Wellspring Academy Trust	1.7.2021	Complete
Skipton Parish CoE School	NYCC	Yorkshire Causeway Schools Trust	1.8.2021	Complete
Malton Community Primary School	NYCC	Hull Collaborative Academy Trust	1.9.2021	In progress but may be joining the East Riding Pension Fund.
Alanbrooke Community Primary School	NYCC	Elevate Multi Academy Trust	1.11.2021	In progress
St John Fisher Catholic High School, Harrogate	NYCC	Bishop Wheeler Catholic Academy Trust	1.12.2021	Delayed from 1.9.2020. Will be progressed nearer the time
St Joseph's Catholic Primary School, Tadcaster	NYCC	Bishop Wheeler Catholic Academy Trust	1.1.2022	Delayed from 1.9.2020
Wool Tree Community Primary School	NYCC	Northern Star Academies Trust	1.1.2022 (tentative)	Will be progressed nearer the time
Donesgate Community School	COYC	South York Multi Academy Trust	TBC	Delayed from 1.9.2018
Barkston Ash RC Primary School	NYCC	Possibly with Bishop Wheeler Catholic Academy Trust	TBC	Delayed from 1.9.2020
St Wilfrid's Catholic Primary School, Ripon	NYCC	Possibly with Bishop Wheeler Catholic Academy Trust	TBC	Delayed from 1.9.2020
All Saints, York	COYC	St Margaret Clitherow Academy Trust	Not known	Delayed from 1.9.2019
Naburn CoE Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.10.2018
Lord Deramore's Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.11.2018
Elvington CoE Primary School	COYC	South York Multi Academy Trust	Not known	Actuarial calculations provided based on conversion date of 1.7.18. Conversion delayed, new date not yet known
Fishergate Primary School	COYC	South York Multi Academy Trust	Not known	Delayed from 1.12.2018

Admission Bodies - 20 'in progress'

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
NYCC Ripon Grammar School	Absolutely Catering Limited	1.9.2020	Complete
STAR MAT All schools in the Trust	Bulloughs Cleaning Services Ltd	1.4.2021	Complete
Harrogate Borough Council Security Contract at Harrogate Convention Centre	4 Site Security Services Ltd	1.6.2021	Complete
NYCC New Teckal company created to deliver the operational highway maintenance service	NY Highways Ltd	1.6.2021	Complete
Harrogate Borough Council	Brimhams Active Limited (a local authority trading company admitted as a designated body)	1.8.2021	Complete
Peachfinder Multi Academy Trust Hempland Primary School Heworth CE Primary School St Lawrence CE Primary School Tang Hall Primary School Clifton with Rawcliffe Primary (CWR) School New Earswick Primary School Rufforth Primary School	Hutchison Catering Limited	27.7.2021	In progress
City of York Council Bishopthorpe Infant School	Mellors Catering Limited	28.7.2021	In progress
City of York Council Carr Infant School	Mellors Catering Limited	28.7.2021	In progress

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
City of York Council Lord Deramore's Primary School	Mellors Catering Limited	28.7.2021	In progress
City of York Council Poppleton Road Primary School	Mellors Catering Limited	28.7.2021	In progress
City of York Council Ralph Butterfield Primary School	Mellors Catering Limited	28.7.2021	In progress
City of York Council St Paul's Primary School	Mellors Catering Limited	28.7.2021	In progress
City of York Council Yearsley Grove Primary School	Mellors Catering Limited	28.7.2021	In progress
St Margaret Clitherow Catholic Academy Trust St George's RC Primary School, York St Wilfrid's RC Primary School	Hutchison Catering Limited	28.7.2021	In progress
St Margaret Clitherow Catholic Academy Trust Sacred Heart RC VA Primary School, Northallerton St Augustine's RC Secondary School Scarborough St Benedict's RC Primary School, Ampleforth St George's RC Primary School, Scarborough St Joseph's RC Primary School, Pickering St Mary's RC Primary School, Malton St Mary's RC Primary School, Richmond St Peter's RC Primary School, Scarborough	Hutchison Catering Limited	1.9.2021	In progress
City of York Council All Saints RC School, York	Hutchison Catering Limited	1.9.2021	In progress

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
Ebor Academy Trust Haxby Road Primary Academy (catering contract)	Hutchison Catering Limited	1.9.2021	In progress
NYCC Easingwold Primary School – catering contract	Taylor Shaw Limited	1.9.2021	In progress
NYCC Moorside Primary School and Nursery – catering contract	Taylor Shaw Limited	1.9.2021	In progress
NYCC Colburn Community Primary School – catering contract	Taylor Shaw Limited	1.9.2021	In progress
Elevate Multi Academy Trust Catering contract at all schools in the Trust	Mellors Catering Limited	1.9.2021	In progress
Wellspring Academy Trust The Forest School, Knaresborough Saxlingwell Harrogate Academy (was the Grove Academy)	Norse	1.9.2021	In progress
South Bank Multi Academy Trust Woodthorpe Primary School York High School	Dolce Limited	1.9.2021	In progress
Hope Learning Trust Catering contracts at:- Baldersby St James CoE Primary Academy Burton Green Primary School Forest of Galtres Anglican Methodist Primary School Poppleton Ousebank Primary Academy Skelton Primary School	Contractor not yet appointed	1.1.2022	Delayed from July 2020 due to Covid-19

Exited Employers – 18

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
CD Consultant Cleaners ag	31.10.2018 (voluntary liquidation)
The Wilberforce Trust 31	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

Name of Employer	Date exited the Fund
Taylor Shaw Limited	12.2.2021
RCCN Limited	31.3.2021
Streamline Taxis Limited	28.5.2021
Ringway Infrastructure Services Limited	31.5.2021