

North Yorkshire County Council

Pension Fund Committee

14 September 2017

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 over the year to date and to provide an update on key issues and initiatives which impact the administration team.

2. Admission Agreements & New Academies

- 2.2 The latest position relating to Admission Agreements and schools converting to academy status in the year are shown in **Appendix 1**.

3. Administration**3.1 Membership Statistics**

Membership Category	At 31/03/2017	+/- Change (%)	At 30/06/2017
Active	33,763	-0.50	33,613
Deferred	33,184	+1.10	33,569
Pensioner (incl spouse & dependant members)	20,744	+0.05	20,857
Total	87,691		88,039

3.2 Performance Statistics

- 3.2.1 The performance figures for the period 1 April 2017 to 30 June 2017 are as follows:

Performance Indicator	Target in period	Achieved
Measured work achieved within target	98%	95%
Customers surveyed ranking service good or excellent	94%	94.42%
Reduce reliance on customer helpline. Phone queries reduced as a proportion of customer contacts to <29%	29%	45%
Increase numbers of registered self-service users by 700 per quarter	700	758
Total sickness absence in period	1.5 days per full time equivalent	0.86 days per full time equivalent

3.2.2 Failure to meet the agreed performance indicator for work achieved within target is due to increased demand and volume of work within the team. There is a particularly large volume of outstanding work focused on leavers under age 55, which we are in the process of auditing and working through. The clearing of the outstanding work will impact on the performance of the team against the target set above.

3.2.3 Historically we have provided the Committee with information relating to our performance indicator targets as shown above. The team are experiencing increased demand and high work volumes and it is proposed that, in future, the Committee will be given more visibility of the demand the team are experiencing. It is proposed that the Committee is provided with the information as shown in **Appendix 2** in future reports.

3.3 Annual Benefit Statements

3.3.1 In accordance with the regulations we have been producing the 2017 Annual Benefit Statements for active and deferred members of the scheme. The following details the position as at 31 August 2017.

Active members

Total members eligible for a statement	31,044
Total statements produced	26,566
% of members receiving a statement	85.88%

Of the 4,478 members not receiving a statement to date, 4,068 have outstanding year end queries and may actually be leavers. The remaining cases are identified and being progressed.

Deferred members

Total members eligible for a statement	33,587
Total statements produced	31,743
% of members receiving a statement	94.51%

3.3.2 Of the 1,844 members not receiving a statement to date, 570 will be produced in the weekly catch up run. The remaining cases are identified and being progressed where possible.

3.4 Efficiency Review

3.4.1 As part of the approach to tackle the volumes of work and handle the complexities of the scheme there is an on-going efficiency review. There are three main work streams that will be focussed upon in the coming months:-

1. Letters Review - a comprehensive review and overhaul of the existing suite of letters to ensure they are compliant and easy to understand for our members. This work is required as the majority of letters require manual intervention and amendment every time they are produced. This is inefficient and increases the risk of incorrect information being sent in error.
2. Checklist Review - a comprehensive review and overhaul of the existing checklists in place. We have checklists to ensure work is being processed correctly. Many of the current checklists are cumbersome meaning they are difficult to use correctly causing processing delays and problems.
3. Training Toolkit - a review and development of a centralised, controlled, one stop shop of training and knowledge. We already have good training information but it

is held in various places and notes are generally made by the person being trained. This can lead to vital information being missed and not written down. By standardising and centralising the technical and training information we can control the quality of the training being provided.

4 Issues and Initiatives

4.1 GMP Reconciliation

4.1.1 This issue is addressed as a separate agenda item given the complexity.

4.2 General Data Protection Regulations (GDPR) 2018

4.2.1 The GDPR will have direct effect throughout the EU with effect from 25 May 2018.

4.2.2 It applies to all EU member states and provides a single EU legal framework for the processing of individuals' data. The maximum potential fine for breaching the GDPR will be €20 million (or 4% of global turnover if higher). The government has confirmed that, despite Brexit, the GDPR will be enforceable in the UK from May next year.

4.2.3 Administering Authorities must demonstrate compliance with the GDPR in relation to their LGPS fund. They should be able to show in a meaningful way that both the overall governance structure for data protection compliance and the individual policies and procedures relating to data processing are compliant. Many of the GDPR's main concepts and principles are much the same as those in the current Data Protection Act (DPA). As we are complying with the current law most of our approach to compliance will remain valid under the GDPR and will be the starting point to build from. However, there are new elements and significant enhancements, which mean we will have to do some things for the first time and some things differently.

4.2.4 The key areas to consider are:

- Maintain records of data processing
- Review data security measures and assess adequacy
- Update service provider contracts
- Revise and update privacy notices and consider whether member consent is required
- Establish a breach management process
- Appoint a Data Protection Officer (DPO)
- Ensure processes are in place to cater for the new individual rights
- Carry out data protection impact assessments (DPIA)

4.2.5 This work will be carried out in line with the County Council's approach to determine what, if any, bespoke actions the Fund needs to take in order to be compliant with the regulations by next May.

4.2.6 On a related matter, an independent analysis was carried out of the common data items as defined by the Pensions Regulator. This involved running 15 verification tests against 96,612 members of which 300 failures were identified. This has resulted in a pleasing data quality rating of 99% for the Fund.

4.2.7 The majority of the failures related to incorrect postcodes being held or postcodes being incorrectly formatted and these have been amended along with any other data items which were easily rectified. We continue to monitor data quality internally on a regular basis and this is borne out by the very good score achieved.

5 Member Training

- 5.1 The Member Training Record showing the training undertaken over the year to 30 June 2017 is attached as **Appendix 3**.
- 5.2 Upcoming courses, seminars and conferences available to Members are set out in the schedule attached as **Appendix 4**. Please contact Gary Bowden (01609 532520 or email gary.bowden@northyorks.gov.uk) for further information or to reserve a place on an event.
- 5.3 To remind all Members that have requested to be booked on the New Member training event being provided by BCPP. This event will take place at The Principal in York on 11 and 12 September 2017.

6 Meeting Timetable

- 6.1 The latest timetable for forthcoming meetings of the Committee and Investment Manager meetings is attached as **Appendix 5**.

7 Recommendations

- 7.1 Members are asked to note the content of the report.

GARY FIELDING
Treasurer
Central Services
County Hall
Northallerton

1 September 2017

Latest Position Re Admission Agreements

APPENDIX 1

Admission Agreement	Current Position and Action to Be Taken (If Applicable)
The Wilberforce Trust	The City of York Council transferred two staff from the Sensory Support Hub to the Wilberforce Trust on 1 April 2017. A signed and sealed admission agreement is in place.
Compass Contract Services (U.K) Limited	The catering services contract for All Saints Roman Catholic School (City of York Council) has been awarded to Compass Contract Services (U.K) Limited from 22.7.2015. An admission agreement has been drafted to allow five staff to continue to contribute to the Local Government Pension Scheme. The delay has been due to the contactor challenging some of the content of the admission agreement.
Compass Contract Services (U.K) Limited	The Thomas Hinderwell Primary Academy (David Ross Education Trust) has awarded the contract for catering services to Compass Contract Services (U.K) Limited from 1.4.2015. An admission agreement has been drafted to allow two staff to continue to contribute to the Local Government Pension Scheme. The delay has been due to the Academy's lack of response to communications.
abm Catering Solutions	The catering services contract for Joseph Rowntree School (City of York Council) has been awarded to abm catering solutions from 1.9.2016. An admission agreement has been drafted to allow three staff to continue to contribute to the Local Government Pension Scheme.
Bulloughs Cleaning Services Ltd	The cleaning services contract at our Lady Queen of Martyrs School has been awarded to Bulloughs Cleaning Services Ltd from 15.12.16. An admission agreement has been drafted to allow two staff to continue to contribute to the Local Government Pension Scheme. Although Lady Queen of Martyrs School is a Voluntary Aided School, the City of York Council is deemed to be the Scheme employer and therefore acts as guarantor to the agreement.
Human Support Group	The City of York Council transferred 18 staff to the Human Support Group on 20 August 2017. An admission agreement has been drafted to allow the staff to continue to contribute to the Local Government Pension Scheme.

Latest Academy Conversions

Original name of school	Date of conversion/ current position	Name of academy after conversion
Rossett Acre School (NYCC)	School converted to an academy on 1 November 2016	School became part of the Red Kite Learning Trust
Camblesforth CP School (NYCC)	School converted to an academy on 1 January 2017	School became part of the Ebor Academy Trust
Hampsthwaite C of E Primary School (NYCC)	School converted to an academy on 1 February 2017	School became part of the Yorkshire Causeway Schools Trust
Tang Hall Primary School (COYC)	School converted to an academy on 1 May 2017	School became part of the Pathfinder Multi Academy Trust
Meadowside Community Primary School (NYCC)	School converted to an academy on 1 July 2017	School became part of the Elevate Multi Academy Trust
Aspin Park Primary School (NYCC)	School converted to an academy on 1 July 2017	School became part of the Elevate Multi Academy Trust
Topcliffe CofE VC Primary School (NYCC)	School converted to an academy on 1 July 2017	School became part of the Elevate Multi Academy Trust

1. Admission Agreements & New Academies

A new table showing a full picture of the admissions and academy conversions in the pipeline, the effective date of admission or conversion and the latest position on each. This will still be shown as an appendix as shown overleaf.

2. Administration

2.1. Membership Statistics

To remain as they are currently.

2.2. Throughput Statistics

New table of throughput statistics detailing the main cases the team process and the volumes being experienced. This shows work outstanding at the start, what has been received, what has been processed and what is outstanding at the end. This gives an indication of whether staffing levels are correct, what level of demand is being experienced and helps to identify which particular types of work are the highest volume items. All this information helps to ensure effective management of the resources within the team to ensure high levels of customer service and satisfaction are maintained.

Period from 01/06/2017 to 31/08/2017

Casetype	Cases Outstanding at Start	New Cases	Cases Closed	Cases Outstanding at End
Transfer In quotes	9	5	2	12
Transfer Out quotes	29	10	12	27
Employer estimates	10	5	8	7
Employee estimates	17	10	8	19
Retirement quotes	29	25	19	35
Preserved benefits	156	30	40	146
Death in payment or in service	26	15	10	31
Refunds	34	8	12	30
Actual retirement procedure	62	22	23	61
Interfund trfs	35	10	10	35
Aggregate member records	88	12	15	85
Process GMP	251	5	5	251
Others	63	12	10	65
Total Cases	809	169	174	804

2.3. Performance Statistics

A reduced performance statistics table to provide you with the key information required regarding service levels being achieved, our members perception of that service and to give visibility of our continued drive to increase the number of members utilising the self-service functionality available.

Performance Indicator	Target in period	Achieved
Measured work achieved within target	98%	
Customers surveyed ranking service good or excellent	94%	
Increase numbers of registered self-service users per quarter	700	

Academy Conversions

Name of School	Local Education Authority	Multi Academy Trust (MAT)Name	Conversion Date	Current Position
Cannon Lee Secondary School	City of York Council	Hope Learning Trust	1.4.2017	Conversion complete. New name is Vale of York Academy
Filey CE Infant and Nursery School	NYCC	Ebor Academy Trust	1.4.2017	Conversion complete. New name is Filey CofE Nursery and Infants Academy
Park Grove Primary School	City of York Council	Ebor Academy Trust	1.4.2017	Conversion complete
Leyburn Primary School	NYCC	Yorkshire Collaboration Academy Trust	1.5.2017	Conversion complete
Tang Hall Primary School	City of York Council	Pathfinder Multi Academy Trust	1.5.2017	Conversion complete
Clifton with Rawcliffe Primary School	City of York Council	Pathfinder Multi Academy Trust	1.6.2017	MAT did not send information to NYPF until 1.8.2017. Issues identified with staff list provided, waiting for MAT to respond.
Meadowside Community Primary School	NYCC	Elevate Multi Academy Trust	1.7.2017	Conversion complete
Aspin Park Primary School	NYCC	Elevate Multi Academy Trust	1.7.2017	Conversion complete
Topcliffe CofE VC Primary School	NYCC	Elevate Multi Academy Trust	1.8.2017	Conversion complete
Coppice Valley Community Primary School	NYCC	Red Kite Learning Trust	1.8.2017	Waiting for the MAT to confirm the basis of the actuarial calculations (pooled/non-pooled)
Barlby High School	NYCC	Hope Learning Trust	1.9.2017	Waiting for confirmation when the school has converted so pension records can be updated
Tockwith CE VC Primary School	NYCC	Ebor Academy Trust	1.9.2017	Waiting for confirmation when the school has converted so pension records can be updated
Easingwold School	NYCC	Outwood Grange Academies Trust	1.10.2017	Waiting for the MAT to confirm the basis of the actuarial calculations (pooled/non-pooled)
Richmond School	NYCC	Arete Learning Trust	1.10.2017	Actuarial calculations requested
Selby Community Primary School	NYCC	Selby Education Trust	1.10.2017	Waiting for confirmation when the school has converted so pension records can be updated (it has been delayed once from 1.9.17)

East Cowton CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
Eppleby Forcett CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
Kirkby Fleetham CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
Middleton Tyas CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
Richmond CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
South Otterington CoE Primary School	NYCC	Dales Academies Trust	1.11.2017	Waiting for new starter information at start of new academic year (Sept 17)
Ainderby Steeple CoE Primary School	NYCC	Dales Academies Trust	Not known	Waiting for further information
Barton CoE Primary School	NYCC	Dales Academies Trust	Not known	Waiting for further information
Bolton on Swale CoE Primary School	NYCC	Dales Academies Trust	Not known	Waiting for further information
Croft Primary School	NYCC	Dales Academies Trust	Not known	Waiting for further information
Ravensworth CoE Primary School	NYCC	Dales Academies Trust	Not known	Waiting for further information
Airy Hill CP School	NYCC	Endeavour Learning Academy Trust	1.11.2017	Initial staff information to check
Castleton CP School	NYCC	Endeavour Learning Academy Trust	1.11.2017	Initial staff information to check
Glaisdale CP School	NYCC	Endeavour Learning Academy Trust	1.11.2017	Initial staff information to check
Lealholm CP School	NYCC	Endeavour Learning Academy Trust	1.11.2017	Initial staff information to check
West Cliff CP School	NYCC	Endeavour Learning Academy Trust	1.11.2017	Initial staff information to check
All Saints CE Primary School	NYCC	Yorkshire Causeway Schools Trust	Not known	Original conversion date was 1.7.2016 but MAT advised it has been delayed. New date not yet known.
Langton Primary School	NYCC	Evolution Schools Learning Trust	Not known	Original conversion date was 1.10.2016 but MAT advised it has been delayed. New date not yet known.

Admission Bodies

Name of Employer	Name of Contractor	Staff Transfer Date	Current Position
City of York Council	York Arts Education (Community Interest Company)	1.4.2017	Complete
City of York Council	City of York Trading Limited	1.6.2017	Complete
City of York Council (All Saints Roman Catholic School)	Compass Contract Services (U.K) Limited	22.7.2015	Contractor disputing content of the admission agreement. Has finally agreed to sign it and this is expected imminently
Thomas Hinderwell Primary Academy	Compass Contract Services (U.K) Limited	1.4.2015	Initial issues getting the academy to agree to their responsibilities. Current issues with academy disputing content of the admission agreement. They have been told it is not negotiable
City of York Council	abm catering solutions	1.9.2016	Solicitors still negotiating the terms of the main commercial contract! Draft admission agreement has been provided
City of York Council	Human Support Group	20.8.2017	Contractor disputing the content of the admission agreement. York and the contractor now trying to negotiate exit debt terms in the in the commercial contract
City of York Council	Bulloughs Cleaning Services Ltd	15.12.16	Waiting for the date of the main commercial contract before final admission agreement can be done.
Askham Bryan College	Churchill Contract Services	1.2.2017	Queries with staff transfer information and still trying to get date of main commercial agreement confirmed. Draft admission agreement has been provided
City of York Council	Greenwich Leisure Limited (GLL)	1.10.2017	Draft admission agreement provided. Need date of main commercial contract and second signatory to sign the admission agreement for GLL
City of York Council (Lakeside Primary School)	Hutchison Catering Limited	27.7.2017	Waiting for York to confirm staff lists, date of main contract agreement and confirmation that a deed of novation will be put in place when the school converts to an academy on 1.8.18 (Ebor Trust)
Ebor Academy Trust (Park Grove Primary School)	Hutchison Catering Limited	27.7.2017	Waiting for the Trust to confirm the staff lists, also need main contract date

Ebor Academy Trust (Ebor Academy Filey)	Hutchison Catering Limited	27.7.2017	Waiting for the Trust to confirm the staff lists, also need main contract date
Pathfinder Multi Academy Trust (Clifton with Rawcliffe School)	ISS	27.7.2017	Waiting for the Trust to confirm the staff lists, also need main contract date. Also need queries from the academy conversion resolving before I can provide an employer contribution rate to the contractor/MAT
City of York Council (Poppleton Road CP School)	Hutchison Catering Limited	27.7.2017	Waiting for York to confirm the staff list
Pathfinder Multi Academy Trust (Hempland Primary School)	ISS	27.7.2017	Waiting for the Trust to confirm the staff lists, also need main contract date.
Pathfinder Multi Academy Trust (Tang Hall School)	ISS	27.7.2017	Waiting for the Trust to confirm the staff lists, also need main contract date.
City of York Council	Caterlink	Not known	Email from contractor 28.6.17 advising they have won contracts for York Council Schools. No details of which schools or when the contractors are effective from. Awaiting further information
Poppleton Ousebank Primary School - academy in the Hope Learning Trust	CH&Co Group	28.7.2017	Waiting for the academy to confirm the staff lists and who will pay legal fees
City of York Council (Dringhouses Primary School)	abm catering	27.7.2017	Waiting for York to confirm the staff list
City of York Council (Headlands Primary School)	abm catering	27.7.2017	Waiting for York to confirm the staff list
City of York Council (St Paul's Primary School)	abm catering	27.7.2017	Waiting for York to confirm the staff list
City of York Council	Gough & Kelly	Not yet known	At start of process. Need to request staff information and contract details

Appendix 3

Date	Title or Nature of Course	Bateman B	Blackie J	De Courcey-Bailey M	Harrison-Topham R	Mulligan P	Swiers H	Weighell J	Clark J	Steward C	Portlock D	Hazelidine B	Unison (Vacancy)	Unison (Vacancy)
5-6 Oct 2016	Baillie Gifford LGPS Pension Seminar		✓	✓		✓	✓	✓	✓					
19-21 Oct 2016	PLSA Annual Conference	✓	✓			✓								
2 Nov 2016	PLSA Local Authority Conference	✓												
25 Nov 2016	Investment Strategy Review	✓		✓	✓	✓	✓	✓	✓		✓			
24 February 2017	NTCC Investment Manager Meeting	✓		✓	✓	✓	✓	✓	✓		✓			

Date	Title or Nature of Course	Blackie J	Mulligan P	Swiers H	Weighell J	Clark J	Portlock D	M Chambers	A Solloway	A Thompson	C Lunn	D Carr	Unison (Vacancy)	Unison (Vacancy)
25 May 2017	Induction Training	✓		✓	✓	✓	✓	✓	✓		✓			
26 May 2017	Induction Training			✓	✓	✓	✓	✓			✓			

UPCOMING TRAINING AVAILABLE TO MEMBERS

<i>Provider</i>	<i>Course / Conference Title</i>	<i>Date(s)</i>	<i>Location</i>	<i>Themes / Subjects Covered</i>
LGPIF	Annual LG Pension Investment Forum	10-12 October 2017	London	Investment strategy, Governance, Risk Management & Macroeconomics
PLSA	Annual Conference and Exhibition	18-20 October 2017	Manchester	This year's PLSA Annual Conference and Exhibition is designed to help pension schemes understand the forces shaping the future and how to respond to them. Includes keynote speeches, streamed focus sessions, fringe meetings, a Trustee Learning Zone, networking events and exhibition.
PLSA	Local Authority Forum	7 November 2017	PLSA Offices Cheapside House London	This forum will update you on best practice in governing, administering and communicating your scheme alongside the latest policy and technical developments.
CIPFA	Annual Pensions Conference	22 November 2017	London Stock Exchange	Diving into LGPS Pools. In depth analysis of how asset pooling in the LGPS will change the landscape for all Funds and their wider governance arrangements.
PLSA	Investment Conference	7-9 March 2018	EICC Edinburgh	Will address the key investment choices, challenges and changes faced by defined benefit and defined contribution pension funds and institutional investors. The conference includes keynote speeches; breakout sessions on DB, DC, Investment governance and culture and New horizons; an Academy Trustee Learning Zone; fringe meetings; an exclusive

PENSION FUND COMMITTEE TIMETABLE FOR MEETINGS IN 2017 AND 2018

Meeting Date	Time & Venue	Event	Fund Managers
14 September 2017	10am, TBC	Pension Fund Committee	
15 September 2017	10am, TBC	Investment Strategy Workshop	
23 November 2017	10am, TBC	Pension Fund Committee	
24 November 2017	10am, TBC	Investment Manager Meeting	2 Managers TBC
22 February 2018	10am, TBC	Pension Fund Committee	
23 February 2018	10am, TBC	Investment Manager Meeting	2 Managers TBC