

North Yorkshire County Council**Pension Board****12 April 2018****Administration Report****1. Purpose of the Report**

To provide Pension Board members with an update on key initiatives undertaken by the administration team of the North Yorkshire Pension Fund.

2. Breaches Log

Included at Appendix 1 is the North Yorkshire Pension Fund's Breaches Log for review. There are no new entries to discuss.

3. Annual Benefit Statements

Work has commenced on the 2018 year end and we have received 6 year end files to date covering 20 members. Ongoing quality analysis will be undertaken and reported to both the Pension Board and Pension Fund Committee throughout the year. This will help to inform the decision regarding re-introducing penalties for those employers who provide poor quality data or late submissions.

4. Data Quality

In July 2017 Jardine Lloyd Thompson (JLT) were commissioned to undertake a Common Data Validation check on the Fund's data held on Altair. Attached at Appendix 2 is the Common Data Certificate provided as a result of the check. The Fund received an overall data quality rating of 99%.

The failures identified were reviewed and where incorrect data was identified it was rectified.

We also have a rolling schedule of data quality reports we produce to check and cleanse data throughout the year.

5. Letter Review Project

The Annual Benefit Statement template and accompanying notes have been revamped for this year with a view to making the information easier to understand and the key information more obvious.

We continue to progress the letter review and have been working on identifying which letters are currently still in use. We have reduced the list to review down to 215 and work will now commence on the development of these.

Progress is slow due to having no dedicated resource to work on any of the ongoing initiatives.

6. Death of a Pensioner Process

Work has commenced on mapping out the death of a pensioner process. It is a complex process to map as the initial contact can be in a number of ways and may come into the Pensions section or Employment Support Services.

Once mapped the process will be circulated to all parties involved for comment and road testing before being issued for use.

7. Pensioner Newsletter

Included at Appendix 3 is a copy of the 2018 pensioner newsletter which was issued on 29 March.

8. Recommendation

8.1. That Pension Board members note the contents of this report.

8.2. That Pension Board members note the contents of the Breaches Log.

Phillippa Cockerill
Head of Pensions Administration
County Hall
Northallerton

04 April 2018

Background Papers - Nil

Common Data Quality Certificate

North Yorkshire County Council

Appendix 2



This Certifies that the Scheme has achieved an overall data quality rating for "Common" data items of:

99%

This represents a data quality rating of B



Based on the Common data items as defined by the Pensions Regulator the following are details of the number of verification tests carried out and error ratings found compared to the targets set by the Regulator:

Number of members validated:	96,612
Number of verification tests undertaken:	15
Number of members passing all tests:	96,312
Number of members failing at least one test:	300
Overall data quality rating achieved in line with the Pensions Regulator's guidance:	99%

Targets set by the Pensions Regulator

The following is a breakdown of the rating achieved split between "New" and "Legacy" data items as defined by the Pensions Regulator:

	Common Data			
	No. of Members	No. of failures	Actual	Target
New Data	34,770	81	99%	100%
Legacy Data	61,842	219	99%	95%

"New" data items are those which relate to a member whose record was created, or has been amended, on or after 01 Jun 2010.

"Legacy" data items are those which relate to a member whose record was created before 01 Jun 2010 and which has not been subsequently amended.

"No. of failures" represents the number of members who have failed at least one verification test.

Note:

The targets set for "New" and "Legacy" data by the Pensions Regulator should have been achieved by the end of December 2012 and maintained thereafter. Trustees must now continue to use all reasonable endeavours to resolve any identified issues and should have plans to improve and maintain the condition of the data held.

Signed

Dated

12/07/2017

Malcolm Reynolds, Managing Director Trustee Solutions, JLT Benefit Solutions Limited

Appendix A- Summary of Results

<u>Data Items</u>	<u>Individual Passes</u>	<u>'New' Individual Failures</u>	<u>'Legacy' Individual Failures</u>	<u>Percentage Achieved</u>
Address	96,567	21	24	99%
Date of Birth	96,606	6	0	99%
Date Pensionable Service commenced	96,606	6	0	99%
Expected retirement date	96,612	0	0	100%
Forename(s) or initials	96,612	0	0	100%
Last status event	96,612	0	0	100%
NI Number	96,580	6	26	99%
Post code	96,401	42	169	99%
Sex	96,612	0	0	100%
Status	96,612	0	0	100%
Surname	96,612	0	0	100%

Note: A member may appear as an individual failure in more than one data item.

Appendix B - Our Recommendations

The data validation tests carried out establish the number and nature of the potential errors contained against each Common data item on each member record tested. The Pensions Regulator has set targets for these data items which should have been achieved by the end of 2012 and maintained thereafter.

In summary, the Regulator expected Trustees to have undertaken the following actions:

- Analyse and understand the status of the data and any issues identified.
- Established an action plan to address any issues found.
- To have achieved the targets set by the Pensions Regulator. Where this has not been possible then there should be plans in place to do so.

In line with our separate report on the findings, we would recommend that any reported data errors are reviewed immediately and actions are put in place to rectify the issues found to meet the targets set by the Pensions Regulator. Your Client Manager or Consultant will discuss with you the results of the data verification audit and, if required, the best way to establish an ongoing rectification plan to reach and maintain the level of data quality required.

© JLT Benefit Solutions 2012

JLT Benefit Solutions Limited. Authorised and regulated by the Financial Conduct Authority.
A member of the Jardine Lloyd Thompson Group. Registered Office: The St Botolph Building, 138 Houndsditch,
London, EC3A 7AW.

Registered in England No. 02240496. VAT No. 244 2321 96

This certificate has been produced in line with guidance from the Office of the Pension Regulator

NOTES

- 1) The verification tests undertaken as part of this exercise are based on those recommended by the Pensions Regulator.
- 2) The verification tests have been carried out on recent extract of data. Any updates to the system carried out after this extract was taken will not be reflected in the results shown on this Certificate.
- 3) The Data Quality Rating shown overleaf is JLT's assessment of the quality of data held based on the number of discrepancies / errors found during the verification exercise.
- 4) Any questions or queries on the contents of this Data Certificate should be referred to your Client Manager or Consultant in the first instance.
- 5) The data used and results collected as part of this exercise will not be disclosed to any other parties without the express written consent of the Trustees. In addition JLT will look to work with the Trustees to review and correct any data issues highlighted as part of this exercise.
- 6) Whilst every effort has been made to ensure the accuracy of the content of this report, neither JLT nor its parent or affiliated or subsidiary companies accept any responsibility for any error, omission, or deficiency. The contents of this report should not be construed as advice. If you intend to take any action or make any decision on the basis of this report, you should first seek specific professional advice and verify its contents.
- 7) All rights reserved. This document is and will remain the property of JLT. No part of this material may be reproduced or transmitted, in any form or by any means, whether electronic, mechanical, photocopy, recording or otherwise, or stored in any retrieval system of any nature without the prior written permission of JLT.
- 8) New data targets apply to a member whose record was created or has been amended on or after 01 Jun 2010. Legacy data targets apply to a member whose record was first created before 01 Jun 2010 and which has not been subsequently amended. Any update to an existing Legacy record will mean that the record will move into the New data category for the purpose of the targets set out by the Pensions Regulator.
- 9) A number of detailed technical assumptions are made in producing these results. A copy of these assumptions is available on request.



Pensions Increase this year is 3% from 9 April 2018

How is the increase calculated?

The Pensions Increase (Review) Order, which is issued each year by central government, tells all public sector pension schemes (of which the Local Government Pension Scheme is one) of the increase that should be applied to pension benefits. The annual increase reflects the rise in the cost of living and is in line with the Consumer Price Index (CPI) measure of price inflation recorded in the previous September.

Who is eligible for the increase?

- Anyone in receipt of a pension who is over 55 or left employment to retire on the grounds of ill health.
- Anyone who has received the payment of their preserved benefits on ill health grounds and who was incapable of carrying out any type of work.
- Anyone in receipt of a spouse's, partner's or child's pension.

When will we notify you about the increase?

Your payslip for April will include the increase in your pension (where applicable) from 9 April 2018. For those eligible to an increase of more than £1 a month a further payslip will be sent in May to show the increased pension for a full month.

Am I entitled to the full increase?

If your pension began on or before 25 April 2017 you are entitled to receive the full increase. If your pension began after this date a smaller, prorated increase applies as shown in the table below:

Pension Begins	Increase
10 April 2017 to 24 April 2017	3.00%
25 April 2017 to 24 May 2017	2.75%
25 May 2017 to 24 June 2017	2.50%
25 June 2017 to 24 July 2017	2.25%
25 July 2017 to 24 August 2017	2.00%
25 August 2017 to 24 September 2017	1.75%
25 September 2017 to 24 October 2017	1.50%
25 October 2017 to 24 November 2017	1.25%
25 November 2017 to 24 December 2017	1.00%
25 December 2017 to 24 January 2018	0.75%
25 January 2018 to 24 February 2018	0.50%
25 February 2018 to 24 March 2018	0.25%

How to avoid overpayments

It's not easy talking about what will happen after you've gone, especially with your loved ones, but it's something we all should do. Please take the time to have that difficult conversation, and make sure that someone will take care of your affairs when that day comes.

It's important that whoever is looking after your affairs knows how to contact us to tell us you have died. The North Yorkshire Pension Fund (NYPF) telephone number to share is **01609 536335**.

As soon as we are informed we can stop your pension payments to avoid any overpayment, and also put into place any new pensions, such as pensions for a husband, wife or partner who is entitled to one.

Sharing Information

As we don't always get told when one of our pensioners has died we use a third party company to provide a monthly report to check for potential deaths against the General Register Office's records.

We also take part in the Tell us Once initiative. This means when someone registers a death, they can ask to have the details passed on to the Department for Work and Pensions (DWP) and other council departments including the NYPF.

In addition to the above the Cabinet Office require the NYPF to take part in the National Fraud Initiative (NFI). The NFI is an exercise that cross checks records from other pension schemes and the DWP. This exercise increases the chances of all the parties finding out when someone has died.

It is extremely important if you claim any sort of benefit that you tell the benefit provider you are in receipt of a pension from the NYPF in case its value has to be taken into account. If you don't do this, the NFI exercise may pick it up as a fraudulent claim.

Dependants Benefits

An ongoing pension is provided for your spouse, registered civil partner and children as long as certain criteria are met. Also if you left after 31 March 2008, in addition to the above, a pension is also payable to a cohabiting partner subject to certain qualifying conditions.

Although not mandatory it is advisable to complete a cohabiting partner's form which you can download from the NYPF website at www.nypf.org.uk under 'Forms/Guides' > 'Useful Forms'.

Further information can be found on the NYPF website at www.nypf.org.uk under 'Forms and Guides' > 'Scheme Guides' > 'Long Guide to the LGPS'.

Scheme Funding

NYPF held total investment assets of £3.38 billion as at 31 December 2017. This represents an investment return of 17% over the previous 12 month period. These assets, in combination with total current and future liabilities, resulted in the Scheme being 109% funded as at 31 December 2017.

You can keep up to date by viewing the quarterly investment reports on the NYPF website at www.nypf.org.uk, 'Pension Fund/Investments' > 'Quarterly Investment Reports'.

Pensioners' Representative

Your views and issues continue to be represented by Gordon Gresty, a fellow NYPF pensioner, who worked for North Yorkshire County Council (NYCC) for 24 years. As the Pensioners' Representative, Gordon has a place on the Pension Board which gives him the opportunity to contribute to the way that the NYPF is run and to ensure that your views are considered.

If you have any comments, queries or complaints about pension matters that you would like Gordon to respond to, please email him at pensions@northyorks.gov.uk and put his name in the subject box. You can also visit Gordon's website page at www.nypf.org.uk under Member Info > Retired Members > Pensioners' Representative which is updated with issues which may be of interest and relevance to you.

Further information about the Pension Board can be found on the NYPF website at www.nypf.org.uk under Pension Fund / Investments > Pension Board.

P60s

Your P60 for the year up to 5 April 2018 is only issued once a year. The law requires us to issue your P60 certificate by 31 May each year but we aim to send it well before then. You may need your P60 at a future date, for example if you want to claim benefits, so please make sure you keep it safe.

Did you know that you can access your pensioner payroll record online via the MyView facility? Once registered you can access your personal details and view your payslips and P60s. You can also change your bank account details.

If you haven't already registered for MyView then simply email EmploymentSupportService@northyorks.gov.uk quoting your name, date of birth and/or payroll reference number and contact telephone number. Your email should say that you wish to set up access for MyView for pensioners.

A personal email address is required to ensure your account is kept secure. You will receive an email response from the Employment Support Service (ESS) confirming your access to MyView along with a 'How to guide', usually within one to two working days. If you do not have access to email please telephone ESS on 01609 532190.

Changing Bank Details?

If you change your bank accounts, your own bank will not tell us so please make sure that you do.

The easiest way to change your bank details is via MyView; this allows you to change your details up to the 10th of the month in order to be processed for that month's payroll. Please see the section called 'View your pensioner payroll record online' for further details on this. Where this falls on a non-working day the deadline will be the last working day before the 10th.

Alternatively, you can write to ESS at the address shown in 'Contact us'. Please include your name, date of birth, National Insurance number, new sort code and account number, pensioner payroll number and the date your account will be changing.

Requests in writing must be received by the 5th of the month in order to be processed for that month's payroll. Where this falls on a non-working day the deadline will be the last working day before the 5th.



Viewing Pensions Focus online

If you received a paper copy of this newsletter but would like to receive future copies electronically please confirm this in an email to pensions@northyorks.gov.uk. Please quote your name, National Insurance number and the email address that you would like us to use. All of your newsletters can also be accessed on the NYPF website at www.nypf.org.uk > Newsletters

If you would like this information in another language or format such as Braille, large print or audio, please contact the NYPF on 01609 536335.

Contact us...

Here are the ways you can find out more or get in touch with the NYPF:

Website: www.nypf.org.uk

Telephone: 01609 536335

Email: pensions@northyorks.gov.uk remembering to quote your National Insurance number

Post: North Yorkshire Pension Fund, County Hall, Northallerton, North Yorkshire DL7 8AL

Pension payments are made by Employment Support Services (ESS). Here are the ways you can find out more or get in touch with ESS:

Telephone: 01609 532190

Email: EmploymentSupportService@northyorks.gov.uk remembering to quote your National Insurance number

Post: Employment Support Service, North Yorkshire County Council, County Hall, Northallerton, North Yorkshire DL7 8AD