



Agenda for a meeting of the West Yorkshire Pension Fund Pension Board to be held on Wednesday, 28 March 2018 at 10.00 am in WYPF, Aldermanbury House, Godwin Street, Bradford BD1 2ST

Members of the Committee

Employer Representatives	Member Representatives
Councillor M Slater (Chair) – Bradford	Mr G Nesbitt – GMB
Councillor G Hyde – Leeds	Mr M Binks – Unison
Councillor M Isherwood – Wakefield	Mr C Sykes – Unison
Ms R Manning - Employer	Mr M Morris - Unite

Notes:

- This agenda can be made available in Braille, large print or tape format on request by contacting the Agenda contact shown below.
- The taking of photographs, filming and sound recording of the meeting is allowed except if Councillors vote to exclude the public to discuss confidential matters covered by Schedule 12A of the Local Government Act 1972. Recording activity should be respectful to the conduct of the meeting and behaviour that disrupts the meeting (such as oral commentary) will not be permitted. Anyone attending the meeting who wishes to record or film the meeting's proceedings is advised to liaise with the Agenda Contact who will provide guidance and ensure that any necessary arrangements are in place. Those present who are invited to make spoken contributions to the meeting should be aware that they may be filmed or sound recorded.
- If any further information is required about any item on this agenda, please contact the officer named at the foot of that agenda item.

From:

Michael Bowness
Interim City Solicitor
Agenda Contact:

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To:

A. PROCEDURAL ITEMS

1. DISCLOSURES OF INTEREST

(Members Code of Conduct - Part 4A of the Constitution)

To receive disclosures of interests from members and co-opted members on matters to be considered at the meeting. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

Notes:

- (1) *Members may remain in the meeting and take part fully in discussion and voting unless the interest is a disclosable pecuniary interest or an interest which the Member feels would call into question their compliance with the wider principles set out in the Code of Conduct. Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.*
- (2) *Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.*
- (3) *Members are also welcome to disclose interests which are not disclosable pecuniary interests but which they consider should be made in the interest of clarity.*
- (4) *Officers must disclose interests in accordance with Council Standing Order 44.*

2. MINUTES

Recommended –

That the minutes of the meeting held on 8 November 2017 be signed as a correct record (previously circulated).

(Jane Lythgow – 01274 432270)

3. INSPECTION OF REPORTS AND BACKGROUND PAPERS

(Access to Information Procedure Rules – Part 3B of the Constitution)

Reports and background papers for agenda items may be inspected by contacting the person shown after each agenda item. Certain reports and background papers may be restricted.

Any request to remove the restriction on a report or background paper should be made to the relevant Strategic Director or Assistant Director whose name is shown on the front page of the report.

If that request is refused, there is a right of appeal to this meeting.

Please contact the officer shown below in advance of the meeting if you wish to appeal.

(Jane Lythgow - 01274 432270)

B. BUSINESS ITEMS

4. MINUTES OF THE WYPF JOINT ADVISORY GROUP 25 JANUARY 2018 1 - 12

The report of the Director, West Yorkshire Pension Fund, (**Document “L”**) reminds Members that the role of The Pension Board, as defined by sections 5(1) and (2) of the Public Service Pensions Act 2013 is to assist the Council as Scheme Manager in ensuring the effective and efficient governance and administration of the Local Government Pension Scheme (LGPS) including securing compliance with the LGPS regulations and any other legislation relating to the governance and administration of the LGPS; securing compliance with the requirements imposed in relation to the LGPS by the Pensions Regulator; and any other such matters as the LGPS regulations may specify.

The Minutes of meeting of WYPF Joint Advisory Group, 8 November 20107 are submitted to the Pension Board to enable the Board to ensure effective and efficient governance and administration of the LGPS.

Recommended –

Members are requested to review the minutes of the WYPF JAG meeting held on 25 November 2017.

(Rodney Barton – 01274 434523)

5. INVESTMENT REFORM CRITERIA AND GUIDANCE - INVESTMENT POOLING 13 - 18

The report of the Director, West Yorkshire Pension Fund, (**Document “M”**) provides an update on the continued development of pooling arrangements.

The report also informs the Board of the requirement of the Administering Authority to confirm that the pooling arrangements meet the criteria set out in the November 2015 Investment Reform and Criteria Guidance. Document “M” summarises how those criteria are met by the Northern Pool.

The Pension Board is asked to note the progress on pooling to date, and confirm the pooling arrangements for the Northern Pool meet the criteria set out in the November 2015 investment reform and criteria guidance, in compliance with the statutory guidance to the Investment Regulations.

(Rodney Barton – 01274 432317)

6. REGISTER OF BREACHES OF LAW 19 - 26

The Director, West Yorkshire Pension Fund, will present **Document “N”** which reports that, in accordance with the Public Service Pensions Act 2013, all Public Service Pension Schemes come under the remit of the Pensions Regulator.

Section 70 of the Pensions Act 2004 (the Act) imposes a requirement to report a matter to the Pensions Regulator as soon as is reasonably practicable where that person has reasonable cause to believe that:

- (a) a legal duty relating to the administration of the scheme has not been or is not being complied with, and
- (b) the failure to comply is likely to be of material significance to the Pensions Regulator in the exercise of any of its functions.

A Register of Breaches of Law is therefore maintained in accordance with the Pensions Regulator’s requirements and WYPF Breaches Procedure.

Recommended

That the entries on the Register of Breaches of Law be noted.

(Caroline Blackburn – 01274 434523)

7. PENSIONS ADMINISTRATION REPORT

27 - 42

The report of the Director, West Yorkshire Pension Fund, (**Document “O”**) sets out developments within the Fund in the last year covering changes in employers, membership, Performance and Benchmarking, Employer and Customer Service Surveys, Internal Dispute Resolution Procedure Cases and External Business.

Recommended –

That the report be noted.

(Yunus Gajra – 01274 432343)

8. LOCAL GOVERNMENT PENSION SCHEME

43 - 46

The report of the Director, West Yorkshire Pension Fund, (**Document “P”**) updates Members on current issues affecting the Local Government Pension Scheme (LGPS).

Recommended –

That the report be noted.

(Tracy Weaver - 01274 433571)

9. THE PENSION REGULATOR'S RECORD KEEPING AND DATA QUALITY REQUIREMENTS

47 - 48

The report of the Director, West Yorkshire Pension Fund (**Document “Q”**) advises Members of the Pension Regulator’s (TPR) Code of Practice 14 and the Public Service Pensions (Record Keeping & Miscellaneous Amendments) Regulations 2014 requirements for public sector pension funds to maintain comprehensive and accurate data on their members and their member’s pension contributions.

Work will start in summer 2018 to assess the quality of data held by the Fund and the creation of a data improvement plan.

Recommended –

That the report be noted.

(Caroline Blackburn – 01274 434523)

10. **UPDATE ON THE GUARANTEED MINIMUM PENSION (GMP) RECONCILIATION EXERCISE** 49 - 50

The report of the Director, West Yorkshire Pension Fund (**Document “R”**) advises Members that the Guaranteed Minimum Pension (GMP) Reconciliation Exercise is to wind up the contracted out element link between the LGPS (Local Government Pension Scheme) and the SERP’s (State Earnings Related Pension Scheme) which affected members with service between 6 April 1978 and 5 April 1997.

The reconciliation process is designed to allocate all GMP liabilities to the correct Fund before the deadline in 2018, after which, the relevant Fund that holds the record will be liable for pension inflation increases.

The amount of the GMP will contribute towards the calculation of the members’ benefits in the New State Pension system and this began on 6 April 2016.

Recommended -

That the Board note the update contained in Document “R” and acknowledge the potential additional workloads anticipated from this exercise.

(Grace Kitchen – 01274 434266)

11. **PENSIONS ADMINISTRATION STRATEGY AND COMMUNICATIONS POLICY** 51 - 72

The Director, West Yorkshire Pension Fund, will present a report, (**Document “S”**) which advises Members that, as part of the compliance with the LGPS Regulations 2013 regulations, WYPF prepare a written statement of the authority’s policies in relation to such matters as it considers appropriate in relation to procedures for liaison and communication with scheme employers and the levels of performance which the employers and WYPF are expected to achieve.

The Pensions Administration Strategy and Communications Policy are produced each year and approved by Joint Advisory Group (JAG).

There are no changes to the Pensions Administration Strategy. The Communications Policy has been updated to reflect activities planned for 2018-19.

Recommended –

That the Pensions Administration Strategy and Communications Policy 2018/19, contained in Document “S” be noted.

(Yunus Gajra – 01274 432343)

12. TRAINING, CONFERENCES AND SEMINARS

73 - 74

The Director, West Yorkshire Pension Fund, will present a report, (**Document “T”**) which informs Members that their training to understand the responsibilities and issues which they will be dealing with is a very high priority. The report also explains that specific training through one to one meetings with the in-house team can also be arranged.

Members are requested to consider attending the training events contained in Document “T”.

(Caroline Blackburn – 01274 434523)

13. EXCLUSION OF THE PUBLIC

Members are asked to consider if the item relating to the West Yorkshire Pension Fund Investment Advisory Panel should be considered in the absence of the public and, if so, to approve the following recommendation:-

Recommended –

That the public be excluded from the meeting during consideration of the item relating to minutes of the West Yorkshire Pension Fund Investment Advisory Panel meetings held on 2 November 2017 and 25 January 2018 because information would be disclosed which is considered to be exempt information within paragraph 3 (Financial or Business Affairs) of Schedule 12A of the Local Government Act 1972 (as amended).

It is considered that, in all the circumstances, the public interest in maintaining this exemption outweighs the public interest in disclosing this information as it is in the overriding interest of proper administration that Members are made aware of the financial implications of any decision without prejudicing the financial position of the West Yorkshire Pension Fund.

**14. MINUTES OF THE WEST YORKSHIRE PENSION FUND
INVESTMENT ADVISORY PANEL HELD ON 2 NOVEMBER 2017
AND 25 JANUARY 2018**

The report of the Director, West Yorkshire Pension Fund, (**Document “U”**) reminds Members that the role of the WYPF Pension Board, as defined by sections 5 (1) and (2) of the Public Service Pensions Act 2013 is to assist the Council as Scheme Manager in ensuring the effective and efficient governance and administration of the Local Government Pension Scheme (LGPS) including securing compliance with the LGPS regulations and any other legislation relating to the governance and administration of the LGPS; securing compliance with the requirements imposed in relation to the LGPS by the Pensions Regulator; and any other such matters as the LGPS regulations may specify.

The minutes of the meetings of the WYPF Investment Advisory Panel are submitted to the Pension Board to ensure effective and efficient governance and administration of the LGPS.

Members are requested to review the Not for Publication minutes appended to Document “U”.

(Rodney Barton – 01274 432317)



Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

L

Subject: Minutes of West Yorkshire Pension Fund (WYPF) Joint Advisory Group held on 25 January 2018.

Summary statement:

The role of The Pension Board, as defined by sections 5(1) and (2) of the Public Service Pensions Act 2013 is to assist the Council as Scheme Manager in ensuring the effective and efficient governance and administration of the Local Government Pension Scheme (LGPS) including securing compliance with the LGPS regulations and any other legislation relating to the governance and administration of the LGPS; securing compliance with the requirements imposed in relation to the LGPS by the Pensions Regulator; and any other such matters as the LGPS regulations may specify.

The Minutes of meeting of WYPF Joint Advisory Group are submitted to the Pension Board to enable the Board to ensure effective and efficient governance and administration of the LGPS.

Recommendation

It is recommended that the Local Pension Board review the minutes of the meeting of the 25 January 2018.

Rodney Barton
Director

Report Contact: Caroline Blackburn
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1. Appendix

Appendix A – Minutes of West Yorkshire Pension Fund (WYPF) Joint Advisory Group held on 26 January 2018.

Minutes of a meeting of the WYPF Joint Advisory Group held on Thursday, 25 January 2018 in WYPF, Aldermanbury House, Godwin Street, Bradford BD1 2ST

Commenced 1.00 pm
Concluded 2.50 pm

Present –

<u>Bradford Members</u> Councillors: Thornton	<u>Calderdale Members</u> Councillors: Lynn Metcalfe
<u>Kirklees Members</u> Councillors: Richards	<u>Wakefield Members</u> Councillors: Stokes Jones Speight
<u>Scheme Members</u> Mr Sutcliffe	<u>Trades Union Members</u> Ms L Bailey (UNISON)

Apologies: Liz Bailey, Councillor S Baines, Mr Tristan Chard, Councillor Patrick Davey, Councillor Neil Dawson, Councillor E Firth, Ian Greenwood, Councillor Peter Harrand, Councillor Shakeela Lal, Councillor Glen Miller and Wendy Robinson

Councillor Thornton in the Chair

21. DISCLOSURES OF INTEREST

As Members of local Pension Boards Councillors Speight and Stokes disclosed a pecuniary interest in Minute 38 and left the meeting during consideration and voting on that item.

All those present who were members or beneficiaries of the West Yorkshire Pension Fund disclosed, in the interests of transparency, an interest in all relevant business under consideration.

Action: *Interim City Solicitor*

22. MINUTES

Resolved –

That the minutes of the meeting held on 27 July 2017 be signed as a correct record (previously circulated).

23. INSPECTION OF REPORTS AND BACKGROUND PAPERS

There were no appeals submitted by the public to review decisions to restrict documents.

24. WYPF REVISED ESTIMATES 2017/18 AND ORIGINAL ESTIMATES 2018/19.

The Director, West Yorkshire Pension Fund, provided a report (**Document “P”**) which presented the revised estimates 2017/18 and the original estimates 2018/19.

The report revealed that the latest spend forecast for 2017/18 was £12.1m against a budget of £10.2m, overspend of £1.9m. Members were advised that the overspend was mainly due to accounting adjustments for investment transaction cost and brokers research fees of £2.5m, masking service efficiency savings and underspend of £0.6m from increased automation of pension processes.

A Member referred to employee costs contained in Document “P” and questioned if additional shared service partnerships would result in increased work loads. In response it was explained that staff resources would be increased if that was justified, however, technology would be utilised and additional staff training would increase the quality of service provided and present opportunities for employee development. Members were assured that the staffing structure would be frequently reviewed; charges received from shared services would be invested in the structure to allow resources to be built.

Sickness absence figures were discussed and it was explained that long term illness had impacted on that figure. Assurances were provided that the statistics were the result of outside influences and not caused by work pressures. The statistics contained cases which the Fund had very little control such as family bereavement and serious, long term, illness.

The recent choice by the London Borough of Hounslow to appoint the Fund to provide their pensions administration service reflected the quality provided.

Resolved –

(1) That the revised estimate of £12.1m be approved for 2017/18.

(2) That the original estimate of £13.1m be approved for 2018/19.



- (3) That the cost performance of £38.03 for total management cost per member for 2016/17 making WYPF the lowest cost Local Government Pension Scheme for 2016/17 be noted.

ACTION: Director, West Yorkshire Pension Fund

25. WEST YORKSHIRE PENSION FUND AUDITED REPORT AND ACCOUNTS FOR 31 MARCH 2017

The report of the Director, West Yorkshire Pension Fund, (**Document “Q”**) provided a summary of West Yorkshire Pension Fund’s (WPF) financial position for the year ended 31 March 2017.

Members were advised that, with the exception of minor improvements to the value of assets, the report had not changed from the draft version presented in July 2017. The audited report and accounts had been complemented by the fund’s auditors and had been approved by the Governance and Audit Committee.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

26. ANNUAL MANAGEMENT CHARGES FOR PRUDENTIAL ADDITIONAL VOLUNTARY CONTRIBUTION FUNDS

Members were reminded that at the Joint Advisory Group meeting held on 27 July 2017 a question was raised in respect of the Annual Management Charges for the Prudential Additional Contribution Approved Funds.

The report of the Director, West Yorkshire Pension Fund, (**Document “R”**) provided an update on a presentation given by Prudential in which its future plans were outlined and which should reduce the Annual Management Charges.

The Member who had raised the initial questions was commended and it was agreed that it had provided a valuable opportunity to revisit the issue which had also been raised in 2015.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund



27. INVESTMENT REFORM CRITERIA AND GUIDANCE - INVESTMENT POOLING

In accordance with the guidance from Government, West Yorkshire Pension Fund (WYPF) together with Greater Manchester and Merseyside are working towards the creation of an investment pool, Northern Pool (NP).

The report of the Director, West Yorkshire Pension Fund, (Document “S”) provided an update on the continued development of pooling arrangements.

The report referred to risks of the Treasury imposing a ‘regulated route’ which would increase the WYPF cost base. Members were advised that feedback following the progress report submitted to the Department for Communities and Local Government (now known as the Department for Housing, Communities and Local Government) in April 2017 had been favourably received. Members were assured that the criteria set out by Government could be met and that stance would be difficult to challenge.

The Chair explained that the route preferred by the Treasury Department was not part of the original criteria set out for the pooling arrangements. The Northern Pool had been clear in its responses and efforts to minimise cost and it was not believed that other routes were necessary.

Document “S” revealed that the total of the funds in the Northern Pool was in the region of £40 billion and the proportion of that figure attributed to WYPF was discussed. Members were assured that the assets of the Fund remained with the Fund but were managed as a pool. The governance arrangements of the pool ensured that each fund had equal votes and no control was lost.

In response to questions about the level of funds invested in the pool it was explained that all funds invested 100% of their assets in the Northern Pool but it was re-iterated that WYPF’s assets would be managed in accordance with the WYPF infrastructure.

Resolved -

That the progress on pooling to date be noted and that the pooling arrangements for the Northern Pool meet the criteria set out in the November 2015 investment reform and criteria guidance be confirmed.

ACTION: Director, West Yorkshire Pension Fund

28. PROJECT MAGPIE - TRANSFER OF FIRST WEST YORKSHIRE TO GREATER MANCHESTER PENSION FUND (GMPF)

The report of the Director, West Yorkshire Pension Fund (Document “T”) informed Members of the decision by First Group to consolidate all their Local Government Pension Scheme (LGPS) into one pot with Greater Manchester Pension Fund (GMPF).



Document “T” revealed that WYPF were currently working on the project to transfer pension assets and liabilities for First West Yorkshire to GMPF. The transfer would be cash and payments would be made quarterly from December 2017 to March 2019. The quarterly payment was set at £75m and the first instalment had been made on 19 December 2017.

The transfer also involved an agreement with the West Yorkshire Combined Authority (WYCA) to fund pension increases for First WY pensioners. This was due to an agreement in 1986 between First WY and the West Yorkshire Passenger Transport Executive – whose functions passed to the WYCA in April 2014. WYPF were still waiting for WYCA decision on how they would discharge their liability to First Group. WYPF view was that since WYCA was also in deficit that their account with WYPF should not be made worse by transferring any part of their assets to satisfy their liability to First Group for pension increase funding. The payment schedule set out in Document “T” did not include asset value for WYCA.

It was questioned when that issue would be resolved and it was expected that a resolution imminent. It explained that the WYPF stance that First West Yorkshire was a private company and public sector assets should be protected was strong and would hold up to challenge.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

29. DEVELOPMENTS WITHIN WEST YORKSHIRE PENSION FUND

The report of the Director, West Yorkshire Pension Fund, (**Document “U”**) set out developments within the Fund in the last year covering changes in employers, membership, Performance and Benchmarking, Employer and Customer Service Surveys, Internal Dispute Resolution Procedure Cases and External Business.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

30. GENERAL DATA PROTECTION REGULATIONS 2018

The Director, West Yorkshire Pension Fund, presented a report (**Document “V”**) which advised Members of a presentation they would receive on the implementation of the General Data Protection Regulation (GDPR) within the Pensions Administration Service.



The presentation revealed that GDPR was replacing the Data Protection Act 1988 and must be fully implemented by 25 May 2018. As GDPR would come into effect before Brexit was completed and the UK Government were seeking to transpose existing EU legislation in to the UK as part of Brexit.

Members questioned the rationale for securing data in just one place and it was explained that lots of protection could be applied; penetration testing was regularly undertaken to a high standard and 'back ups' undertaken.

The work required to ensure compliance with GDPR was questioned and it was confirmed that the process would be time intensive. Working groups had been established to ensure that the tight timetable was met.

Resolved –

That the presentation be noted.

ACTION: Director, West Yorkshire Pension Fund

31. REGISTER OF BREACHES OF LAW

The Director, West Yorkshire Pension Fund, presented a report (**Document “W”**) which reported that Section 70 of the Pensions Act 2004 imposed a requirement to report a matter to the Pensions Regulator where it was believed that a legal duty relating to the administration of the scheme had not been or is not being complied with, and the failure to comply was likely to be of material significance to The Pensions Regulator in the exercise of any of its functions.

A Register of Breaches was maintained in accordance with the WYPF breaches procedure. The register of breaches since April 2017 was appended to **Document “W”** and it was explained that all entries were considered not to be of material significance and, therefore, had not been reported to the Pensions Regulator.

The appendix revealed that 100% of Annual Benefit Statements must be issued by 31 August each year. It was explained that some members had not supplied relevant information within the timeline but that 99.91% had been issued on time.

One employer had failed to pay employees contributions by the appropriate date on three occasions. Assurances had been provided that they had implemented new systems and that the situation would not happen again. If it should occur again they would be reported to the Pensions Regulator.

A Member questioned the impact on the pensions of employees of Wakefield Academy Trust following its removal of sponsorship of 21 schools. Assurances were provided that those employees remained members of the fund and would transfer to a new academy trust once arrangements were finalised.



Resolved –

That the report and entries on the Register of Breaches of Law be noted.

ACTION: Director, West Yorkshire Pension Fund

32. SHARED SERVICE PARTNERSHIP WITH LINCOLNSHIRE PENSION FUND

The report of the Director, West Yorkshire Pension Fund, (**Document “X”**) provided an update on the West Yorkshire Pension Fund’s (WYPF) shared service partnership to provide a pensions administration service for Lincolnshire Pension Fund (LPF) which commenced on 1 April 2015.

The report presented performance against key areas of work for the period 1 April 2017 to 31 December 2017. The statistics showed that all areas were performing well with the exception of “Deferred Benefits Set up on Leaving”. The payroll provider, Serco, was failing to provide accurate and timely data to allow the benefits to be processed. Meetings had been held with them and the issue was being addressed. Serco had been advised that, as the situation had occurred over a period of time they ran the risk of being charged for the additional work caused to WYPF.

In response to questions it was confirmed that although the situation distorted the performance targets it had not impacted on the contributors and they had been paid on time.

In summation it was confirmed that the all other key areas were performing well and the shared service was being expanded to include the London Borough of Hounslow.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

33. PENSIONS ADMINISTRATION STRATEGY AND COMMUNICATIONS POLICY 2018/19

The Director, West Yorkshire Pension Fund, presented a report, (**Document “Y”**) which advised Members that, as part of the Local Government Pension Fund Scheme (LGPS) Regulations 2013, West Yorkshire Pension Fund (WYPF) prepared a written statement of the authority’s policies in relation to such matters as it considered appropriate in relation to procedures for liaison and communication with scheme employers and the levels of performance which the employers and WYPF were expected to achieve.



The Pensions Administration Strategy and Communications Policy were produced last year and approved by Joint Advisory Group (JAG). They would be brought before JAG each year to review and approve, particularly if there were any new regulations and revisions to working practices.

It was explained that there were no changes to the Pensions Administration Strategy. The Communications Policy had been updated to reflect activities planned for 2018-19.

Resolved –

That the Pension Administration Strategy and the Communications Policy 2018/19, contained in Document “Y”, be approved.

ACTION: Director, West Yorkshire Pension Fund

34. EXTERNAL BUSINESS - PENSIONS ADMINISTRATION FOR THE FIREFIGHTERS' PENSION SCHEMES

West Yorkshire Pension Fund (WYPF) provides a shared service partnership to deliver a pensions administration for seven Fire Authorities.

The report of the Director, West Yorkshire Pension Fund, (**Document “Z”**) provided an update on business to date.

It was reported that WYPF provide pension administration services to seven Fire Authorities and that the number would increase to 11 in April 2018.

The report presented performance against key areas of work for the period 1 April 2017 to 31 December 2017. The majority of the performance was good but it was explained that difficulty in accessing the volume and quality of information required from the fire authorities had reduced the performance for the production of some quotations. New ways of working were being trialled to improve performance.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

35. CIPFA BENCHMARKING REPORTS

West Yorkshire Pension Fund takes part in the CIPFA Benchmarking Club for Pensions Administration. The report of the Director, West Yorkshire Pension Fund, (**Document “AA”**) provided information about the cost of the Fund's



pension's administration service and compared those costs with other LGPS funds that were part of the CIPFA Benchmarking Club.

The report confirmed that the cost per member continued to reduce whilst maintaining quality. IT costs at £1.09 compared favourably with all funds average of £2.24 and payroll costs per pensioner was £5.25 compared to an average of £5.54. It was explained that communication costs were higher per member because of increased activity at both Employer and Member level. A full copy of the report was available to any Member on request.

Congratulations were provided from Members on the low costs per member and high quality delivered.

Resolved –

That the report be noted.

ACTION: Director, West Yorkshire Pension Fund

36. TRAINING, CONFERENCES AND SEMINARS

Members were aware that the training of Joint Advisory Group Members to understand their responsibilities and the issues they are dealing with was a very high priority.

The report of the Director, West Yorkshire Pension Fund, (**Document “AB”**) provided details of training courses, conferences and seminars which may assist Members. Full details of each event were available at the meeting.

Members were requested to give consideration to attendance at the events in Document “AB”.

It was reported that the Pensions Regulator had agreed to provide a presentation/training to Members about the role of the Pensions Regulator and public sector requirements. It was agreed that a calendar invite would be sent to Members when the date of that session had been confirmed.

No resolution was passed on this item.

37. EXCLUSION OF THE PUBLIC

Members were asked to consider if the item relating to the Introduction of an Intermediate Funding Target for Specific Employers (**Document “AC”**) should be considered in the absence of the public.



Resolved –

That the public be excluded from the meeting during consideration of the item relating to the Introduction of an Intermediate Funding Target for Specific Employers because information would be disclosed which is considered to be exempt information within paragraph 3 (Financial or Business Affairs) of Schedule 12A of the Local Government Act 1972 (as amended).

It is considered that, in all the circumstances, the public interest in maintaining this exemption outweighs the public interest in disclosing this information as it is in the overriding interest of proper administration that Members are made aware of the financial implications of any decision without prejudicing the financial position of the West Yorkshire Pension Fund.

38. CONSIDERATION OF THE INTRODUCTION OF AN INTERMEDIATE FUNDING TARGET FOR SPECIFIC EMPLOYERS

Resolved –

That the recommendations contained in Not for Publication Document “AC be approved.

ACTION: Director, West Yorkshire Pension Fund

Chair

Note: These minutes are subject to approval as a correct record at the next meeting of the WYPF Joint Advisory Group.

THESE MINUTES HAVE BEEN PRODUCED, WHEREVER POSSIBLE, ON RECYCLED PAPER





Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

M

Subject: Investment Reform Criteria and Guidance – Investment Pooling

Summary statement:

In accordance with the guidance from Government, West Yorkshire Pension Fund (WYPF) together with Greater Manchester and Merseyside are working towards the creation of an investment pool, Northern Pool (NP). In response to the proposals submitted the Minister welcomed the commitment to investment in infrastructure, and the intention for the GLIL joint venture to become regulated to allow other pools to join. The Minister has indicated that he accepts higher initial costs will be necessary which are justified by future savings.

Pools were required to provide an update on progress by the end of April. The Northern Pool challenged the need to increase costs for funds, clarifying its simpler, cheaper model, and the progress made towards creating a low cost operational pool.

The statutory guidance accompanying the Local Government Pension Scheme (Investment & Management of Funds) Regulations 2016 requires confirmation by the Administering Authority that the pooling arrangements meet the criteria set out in the November 2015 investment reform and criteria pooling guidance. This report summarises how those criteria are met by the Northern Pool.

Recommendation and Reason for Recommendation

It is recommended that the Board note the progress on pooling to date, and confirm the pooling arrangements for the Northern Pool meet the criteria set out in the November 2015 investment reform and criteria pooling guidance, in compliance with the statutory guidance to the Investment Regulations.

Rodney Barton
Director

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1. **Background**

- 1.1 In the summer Budget 2015, the Chancellor announced the intention to invite administering authorities to bring forward proposals for pooling Local Government Pension Scheme investments, to deliver significantly reduced costs while maintaining overall investment performance.
- 1.2 The Government requires the Local Government Pension Scheme to deliver significantly reduced investment costs while maintaining overall performance. The criteria and guidance against which pooling arrangements are to be judged were issued in November 2016. The current investment regulations are virtually silent on pooling, simply requiring the investment strategy statement to set out its approach to pooling.
- 1.3 The Scheme is currently organised through 89 separate local government administering authorities and the closed Environment Agency scheme, which each manage and invest their assets largely independently. The Government believes that, working together, authorities have a real opportunity to realise the benefits of scale that should be available to one of Europe's largest funded pension schemes, and the creation of up to six "British Wealth Funds", each with at least £25bn of Scheme assets, will not only drive down investment costs but also enable the authorities to develop the capacity and capability to become a world leader in infrastructure investment and help drive growth.
- 1.4 In its Investment Strategy Statement (ISS) to comply with the Local Government Pension Scheme (Investment & Management of Funds) Regulations 2016 the Fund's approach to pooling investments, including the use of collective investment vehicles and shared services, must be set out. The relevant paragraph of the ISS is attached to this report as Appendix A. Under the accompanying statutory guidance it (the Administering Authority) must confirm that its pooling arrangements meet the criteria (see the next paragraph).

2. **Pooling Criteria**

- 2.1 Asset pools should achieve the benefits of scale.
- 2.2 The pools must deliver strong governance and decision making.
- 2.3 Authorities are to achieve reduced costs and excellent value for money.
- 2.4 Authorities are to achieve an improved capacity to invest in infrastructure.

3. **Development of the Northern Pool (NP)**

- 3.1 Individual funds will retain their current role of asset allocation and investment policy, and will delegate the implementation of that policy to the Joint Committee.
- 3.2 A Joint Committee will be formed which will have responsibility for ensuring the appropriate structure and resources are in place to implement the policy required by each fund.

3.3 The Joint Committee, which will probably consist of two Members appointed by each Fund plus a total of three trade union representatives, will not have any direct involvement in the appointment of managers, or selection of investments. These matters will be fully delegated to professional officers. Its role will be to determine the asset class and risk profile, as well as whether management is internal or external, in accordance with the investment policy set by each fund.

4. **Progress to Date**

4.1 The long term vision for the pool is to provide access to

- a range of internal and externally managed listed assets at low cost
- collective investment in alternatives, while building skill to enable cost reduction by increasing direct access
- working arrangements with other pools where greater size may add value.

4.2 The investment philosophy is to maintain simple arrangements, with a relatively low number of managers, low manager and portfolio turnover, an increasing proportion of assets managed internally within the pool, with individual funds retaining the ability to select asset class, territory, and active or passive management.

4.3 As part of the preparation for NP, WYPF and Merseyside Pension Fund have approved commitments to GLIL, in the case of WYPF £250m. GLIL is a joint venture between the West Yorkshire Pension Fund (WYPF) together with Greater Manchester, Merseyside and LPP (a partnership between the Lancashire Pension Fund and the London Pension Fund Authority) focused on UK infrastructure assets. GLIL's investment committee is made up of members from each funds' investment teams. This may form part of a national solution to increasing commitments to infrastructure.

4.4 A meeting was held in March with the advisors to all three funds and the NP present to consider options for developing the pool. The unanimously supported conclusion was to stick to our original plans for a simple, low cost pool that will continue delivering the performance the funds expect.

4.5 The progress report to DCLG submitted at the end of April, set out the plans for the joint committee, the appointment of a joint custodian, and the savings achieved by working together for the last year, particularly on infrastructure investment, and challenged the Minister's assertion that increasing costs would be a sensible start to pooling arrangements.

4.6 Subsequent to the April progress report DCLG requested a telephone meeting to discuss the submission. The civil servant responsible was positive on its content, and in particular welcomed:

- the commitment of the NP to infrastructure investment, the establishment of the GLIL vehicle, and our intention to make it available to other pools in the near future
- The plans to create a similar structure for private equity, where all three funds have experience, again to be made accessible to other pools and funds.

- 4.7 A further progress report was submitted in the autumn, from which there has been limited feedback to date.
- 4.8 The main workstreams for the Northern Pool are set out below and these are progressing well.
- Developing a vehicle to make private equity investments on a collective basis. The governance of this vehicle is expected to operate in a similar manner to the GLIL infrastructure vehicle.
 - Procurement of a FCA regulated custodian for the pool. A review of how the pool can develop its risk, cost and performance reporting will be undertaken alongside the procurement.
 - Work is underway to procure an FCA regulated operator for the GLIL infrastructure vehicle. This would allow other pools to join. GLIL currently has commitment of £1.3bn to direct infrastructure in the UK, with investments of almost £300m made to date. There is currently little evidence of other pools having made significant progress on developing the capacity for direct infrastructure investment.
 - The Terms of Reference for the Pool Joint Committee have been drafted, with Tameside MBC acting as lead authority. The Joint Committee will oversee the Pool and provide a democratic link back to the individual funds. The first draft is attached as Appendix 1 to this report. Any comments should be submitted to the Director as soon as possible, as this must be progressed through all three Administering Authorities' constitutional process by 1 April 2017.
- 4.9 The next significant milestone will be the appointment of the FCA regulated Pool Custodian, which will be ahead of the 1 April 2018 deadline, after which the plan is that all appropriate WYPF assets will be transferred by August 2018.

5. Meeting the Four Criteria

- 5.1 Asset pools should achieve the benefits of scale.
The total of the three funds is well in excess of the £25 billion set in the criteria, presently in the region of £40 billion.
- 5.2 The pools must deliver strong governance and decision making.
The governance arrangements set out above and in the ISS at Appendix A ensure the existing high standards of governance will be perpetuated in the new structures, and full accountability to the administering authority will be maintained.
- 5.3 Authorities are to achieve reduced costs and excellent value for money.
As set out in the original submission the Northern Pool will achieve reduced costs in the alternative asset classes through pooling activities, and will look to make savings in other areas in the future, but as the three funds already achieve excellent value for money, particularly in the case of West Yorkshire Pension Fund, there are few short term opportunities for further savings.
- 5.4 Authorities are to achieve an improved capacity to invest in infrastructure.
The Northern Pool has established GLIL for this very purpose, and GLIL will soon become a regulated vehicle which will enable it to admit other investors further increasing capacity to invest in infrastructure

6. Issues for WYPF

- 6.1 The principal issue for WYPF in any pooling arrangement remains the ability to maintain our very low cost base. To achieve this we must ensure that any arrangement we enter maintains the very high standard of governance that has been exercised over the fund for many years, and the commitment to internal management, which has delivered consistent outperformance over many years at an exceptionally low cost. Research shows that large Funds tend to have lower costs because of higher level of internal management.
- 6.2 If we are compelled to go down the regulated route preferred by Treasury there is no question that it will increase the WYPF cost base, a cost which will ultimately fall on the local Council Tax Payers. The agreed strategy for the NP is to minimise costs at every opportunity.
- 6.3 We believe that alongside the funds we are currently working with, we will be able to reach a satisfactory solution, and in the long term improve the result for WYPF.

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Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

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Subject: Register of Breaches of Law

Summary statement:

In accordance with the Public Service Pensions Act 2013, from April 2015 all Public Service Pension Schemes came under the remit of the Pensions Regulator.

Section 70 of the Pensions Act 2004 (the Act) imposes a requirement to report a matter to The Pensions Regulator as soon as is reasonably practicable where that person has reasonable cause to believe that:

- (a) a legal duty relating to the administration of the scheme has not been or is not being complied with, and
- (b) the failure to comply is likely to be of material significance to The Pensions Regulator in the exercise of any of its functions.

A Register of Breaches of Law is therefore maintained in accordance with the Pensions Regulators requirements and WYPF Breaches procedure.

Recommendation

It is recommended that the Local Pension Board note the entries on the Register of Breaches of Law.

Rodney Barton
Director

Report Contact Caroline Blackburn
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Background

1.1 Section 70 of the Pensions Act 2004 (the Act) imposes a requirement to report a matter to the Pensions Regulator as soon as reasonably practicable where a person has reasonable cause to believe that:

- (a) a legal duty relating to the administration of the scheme has not been or is not being complied with, and
- (b) the failure to comply is likely to be of material significance to The Pensions Regulator in the exercise of any of its functions.

1.2 This requirement applies to:

- a trustee or manager of an occupational or personal pension scheme;
- a member of the pension board of a public service pension scheme;
- a person who is otherwise involved in the administration of an occupational or personal pension scheme;
- the employer in relation to an occupational pension scheme;
- a professional adviser in relation to such a scheme; and
- a person who is otherwise involved in advising the trustees or managers of an occupational or personal pension scheme in relation to the scheme.

1.3 The Act states that a person can be subject to a civil penalty if he or she fails to comply with this requirement without a reasonable excuse. The duty to report breaches under the Act overrides any other duties the individuals listed above may have. However the duty to report does not override 'legal privilege'. This means that, generally, communications between a professional legal adviser and their client, or a person representing their client, in connection with legal advice being given to the client, do not have to be disclosed.

2. Reporting Breaches Procedure

2.2 A record of past breaches may be relevant in deciding whether to report a breach (for example it may reveal a systemic issue). WYPF maintains a record of all reported or unreported breaches.

2.3 The Register of Breaches of Law (reported or otherwise) is provided to each Joint Advisory Group meeting, and this will also be shared with the Pension Board.

3. Register of Breaches of Law

3.1 The Register of Breaches of Law can be found at Appendix A.

3.2 The entries on the Register relate to either:

- late payment of employer contributions which were due to be paid to WYPF by the 19th day of the following month.
- The number of Annual Benefit Statements not issued by the 31 August.

4 Recommendations

- It is recommended that the entries on the Register of Breaches of Law are noted.

5 Appendices

- Appendix A - Register of Breaches of Law 2017/2018

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WYPF Breaches of the Law 2017 -2018

Date	Category (eg administration, contributions, funding , investments)	Pensions Regulator code of practice	Description and cause of breach	Possible effect of breach and wider implications	Reaction of relevant parties to breach	Reported /Not reported	Outcome of report and or investigations	Outstanding Actions	Notes
Page 24	Sept 17 Administration – Issue of Annual Benefit Statements	189	<p>Scheme regulations require that an annual benefit statement must be provided to each active member by the 31 August each year.</p> <p>At 31 August 17 the percentage of statements sent out were:</p> <p>Active – 99.15% (89428 statements out of 90193)</p>	Some members not supplied with relevant information within time limit	Continued to send annual benefit statements out after the 31 st August deadline when case queries are resolved.	Not reported	Due to the improvement in performance in issuing statements to active members by the deadline it is not regarded as of material significance.	Only accurate statements have been released as strict quality controls in place. Outstanding statements are released on a daily basis when record is correct.	

WYPF Breaches of the Law 2017 -2018

Employers who failed to pay make pay over employees contributions by the appropriate date - April 2017 onwards						
Month	Employer	Date contributions due	Date Paid	Value of late contributions	No of times late in last 6 months	No of times late in last 12 months
April	Holme Valley Parish Council	19/05/2017	24/05/2017	381.74	0	1
April	Elite Cleaning and Environmental Services Ltd	19/05/2017	24/05/2017	569.69	0	0
April	NIC Services Group Ltd	19/05/2017	30/05/2017	147.98	2	2
April	NIC Services Group Ltd (Cookridge Holy Trinity School)	19/05/2017	30/05/2017	87.94	2	2
April	CBRE Managed Services Ltd	19/05/2017	22/06/2017	2,870.16	4	5
May	British Gas Social Housing Ltd	19/06/2017	24/06/2016	44.13	0	2
June	Shanks Waste Management Ltd	19/07/2017	07/08/2017	6432.83	0	0
June	Keepmoat Property Services Ltd	19/07/2017	07/08/2017	55.71	0	0
June	Elite Cleaning and Environmental Services Ltd.	19/07/2017	25/07/2017	292.51	1	1
July	Absolutely Catering Ltd(Bgs)	18/08/2017	23/08/2017	533.19	0	0
July	Elite Cleaning and Environmental Services Ltd	18/08/2017	25/08/2017	305.91	2	2
July	Cottingley Primary Academy	18/08/2017	01/09/2017	4879.21	0	0
August	Aspire -i	19/09/2017	25/09/2017	13,475.72	0	1
August	Holy Bank Trust	19/09/2017	29/09/2017	11,520.53	0	0
August	Elite Cleaning and Environmental Services Ltd	19/09/2017	19/10/2017	323.16	3	3
August	Aspens Services Ltd	19/09/2017	01/11/2017	783.01	0	1

WYPF Breaches of the Law 2017 -2018

August	Aspens Services Ltd (Leeds West Academy)	19/09/2017	01/11/2017	874.69	0	1
August	Aspens Services Ltd (Leeds East Academy)	19/09/2017	01/11/2017	341.48	0	1
August	Aspens Services Ltd (Oasis Academy)	19/09/2017	01/11/2017	1,021.68	0	1
August	Aspens Services Ltd (Appleton Academy)	19/09/2017	01/11/2017	1,258.74	0	0

Sept	Holy Bank Trust	19/10/2017	30/10/2017	11,700.95	1	1
Sept	Aspens Services Ltd	19/10/2017	02/11/2017	806.75	1	2
Sept	Aspens Services Ltd (Leeds West Academy)	19/10/2017	02/11/2017	863.68	1	2
Sept	Aspens Services Ltd (Leeds East Academy)	19/10/2017	02/11/2017	328.41	1	2
Sept	Aspens Services Ltd (Oasis Academy)	19/10/2017	02/11/2017	1,010.34	1	2
Sept	Aspens Services Ltd (Appleton Academy)	19/10/2017	02/11/2017	1283.50	0	1
Sept	Groundwork Leeds	19/10/2017	17/11/2017	1433.00	1	1

Oct	Aspens Services Ltd (Leeds West Academy)	17/11/2017	22/11/2017	872.84	2	3
Oct	Aspens Services Ltd	17/11/2017	22/11/2017	2,132.44	2	3
Oct	Aspens Services Ltd (Leeds East Academy)	17/11/2017	22/11/2017	393.73	2	3
Oct	Aspens Services Ltd (Oasis Academy)	17/11/2017	22/11/2017	1,044.27	2	3
Oct	Aspens Services Ltd (Appleton Academy)	17/11/2017	22/11/2017	1,353.08	2	3
Oct	Locala	17/11/2017	23/11/2017	2,020.74	0	1
Oct	Rawdon Parish Council	17/11/2017	24/11/2017	219.41	0	1
Oct	Micklefield Parish Council	17/11/2017	01/12/2017	267.41	0	0
Oct	British Gas Social Housing Ltd	17/11/2017	06/12/2017	27.09	1	1



Report of the Director, West Yorkshire Pension Fund, to the meeting of the West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

O

Subject: Pensions Administration Report

Summary statement:

This report sets out developments within the Fund in the last year covering changes in employers, membership, Performance and Benchmarking, Employer and Customer Service Surveys, Internal Dispute Resolution Procedure Cases and External Business.

Recommendation

It is recommended that the Local Pensions Board note the report.

Rodney Barton
Director

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1.0 Introduction

- 1.1 The report considers recent developments within WYPF by providing information on Fund statistics, a summary of Internal Dispute Resolution Procedure cases (Appendix A), and results from Employer and Customer Service Surveys, including a sample of responses.

2.0 Scheme Employers

- 2.1 As at 31 December 2017 there were 450 employers within the WYPF.
- 2.2 During the past year 89 employers have been admitted as new employers to the WYPF, as follows:
- 15 Academy Trusts
 - 46 Trust/Foundation Schools
 - 1 Scheme Employer (Parish/Town Council)
 - 27 Admission Bodies
- 2.3 During the past year 48 employers have ceased their participation in the WYPF, with 35 employer transferring staff to another employer in the WYPF and 13 employers no longer have any active members in the WYPF.

3.0 Membership Changes

- 3.1 At 31 December 2017, the membership of WYPF was as follows, with the figures at the end of the last financial year given for comparative purposes.

	<u>31 December 2017</u>	<u>31 March 2017</u>
Active Members	101,976	101,881
Current Pensioners (including widows' and Childrens' pensions in payment)	86,267	86,334
Deferred Members	97,059	96,605
Deferred members	85,351	83,763
Undecided leavers	3,792	5,768
Frozen refunds	7,916	7,074
Totals	285,302	284,820

The continuing increase in overall membership is due to a combination of factors, not least of which is the effectiveness of WYPF's communication strategy.

4.0 Performance and benchmarking

4.1 The tables below shows the performance against key areas of work for the period 1 January 2017 to 31 December 2017.

WORKTYPE	TOTAL CASES	TARGET DAYS FOR EACH CASE	TARGET MET CASES	MINIUM TARGET PERCENT	TARGET MET PERCENT
AVC In-house (General)	1325	10	1280	85	96.6
Age 55 Increase LG	19	20	18	85	94.74
Article 4 Payment Death LG	251	10	221	85	88.05
Article 4 Payment Own Right LG	470	10	307	85	65.32
Change of Address LG	5956	5	5764	85	96.78
Change of Bank Details LG	1489	5	1287	85	86.43
DG Nomination Form Received LG	10098	20	10011	85	99.14
DWP request for Information LG	381	10	353	85	92.65
Death Grant to Set Up LG	515	5	480	85	93.20
Death In Retirement LG	2547	5	2313	85	90.81
Death In Service LG	72	5	59	85	81.94
Death on Deferred LG	149	5	119	85	79.87
Deferred Benefits Into Payment Actual	2153	5	1897	90	88.11
Deferred Benefits Into Payment Quote	2291	35	2220	85	96.9
Deferred Benefits Set Up on Leaving	10749	20	8001	85	74.43
Divorce Quote LG	540	20	510	85	94.44
Divorce Settlement Pension Sharing order Implemented	41	80	41	100	100
General Payroll Changes LG	3243	5	3134	85	96.64
Initial Letter Death in Service LG	72	5	69	85	95.83
Initial letter Death in Retirement LG	2547	5	2382	85	93.52
Initial letter Death on Deferred LG	149	5	113	85	75.84
Life Certificate Received LG	5158	10	4938	85	95.73
Monthly Posting	5490	10	4435	95	80.78
NI Modification LG	145	20	136	85	93.79
Pension Estimate	7175	10	5943	75	82.83
Refund Payment	2675	10	2629	95	98.28
Refund Quote	4370	35	3999	85	91.51

WORKTYPE	TOTAL CASES	TARGET DAYS FOR EACH CASE	TARGET MET CASES	MINIUM TARGET PERCENT	TARGET MET PERCENT
Retirement Actual	3031	3	2761	90	91.09
Retirement Quote	3625	10	3415	85	94.21
Set Up New Spouse Pension LG	1063	5	925	85	87.01
Spouse Potential LG	190	20	99	85	76.32
Transfer In Actual	492	35	451	85	91.67
Transfer In Quote	678	35	658	85	97.05
Transfer Out Payment	270	35	245	85	90.74
Transfer Out Quote	1588	20	1425	85	89.74

Reasons for underperforming KPI's:

Article 4 Payment Own Right LG	Complex cases requiring further investigation or information.
Death In Service LG	Awaiting details from Employers
Death on Deferred LG	NFI returns have resulted in new cases where we have no details of next of kin so require further investigation.
Deferred Benefits Set Up on Leaving	Old backlog forms received which have increased volumes and impacted on workloads.
Initial letter Death on Deferred LG	NFI returns have resulted in new cases where we have no details of next of kin so require further investigation.
Monthly Posting	Files that cannot be validated because of errors, queries, mismatches etc. Average time taken across all employers is less than 10 days.
Spouse Potential LG	Higher volumes of work in other areas has resulted in this KPI being given lower priority.

4.2 Annual Benefit Statements

Annual Benefit Statements as at 31 August 2017			
DESCRIPTION	WYPF	LPF	TOTAL
Active at 31/03/2017	89,304	21,196	110,500
In the system (how many)	89,304	21,196	110,500
In the system (percentage)	100	100	100
In the queue	2	0	2
Produced and printed (how many)	88,651	20,789	109,440
Produced and printed (percentage)	99.20	98.00	99.00

5.0 Customer Service Surveys

5.1 Member Surveys

To help improve our service WYPF encourages members to complete an on-line Customer Service Survey and also writes to a sample of members who have recently joined, retired or left the WYPF. During the period from 1 October 2016 to 30 September 2017 WYPF received 269 completed surveys and the overall customer satisfaction score was 87%. The responses to the surveys are generally favourable and given below are some of the comments made by members:

- Extremely helpful and quick responses. I was kept well informed with pension concerns and quick responses to my queries, every form has been simple and easy to use and complete.
- Quick and easy. I was transferring 3 old pensions over and was very easy to do from your point helping me. Very helpful on Phone told me what to do.
- It was excellent. I got through straight away and my queries were dealt with efficiently and a helpful pleasant manner.
- Efficient. Every time I phoned WYPF, my questions were answered efficiently and I felt certainty.
- Very good. I received my lump sum on the exact date given. So great.
- Warm & friendly person at the end of the phone. I had no idea about putting in a pension claim. I have talked through it step by step.
- Fantastic service. Took all the worry away.

5.2 Scheme Employer Surveys

Each March WYPF asks Scheme employers to complete a satisfaction survey. In March 2017 all authorised users at Scheme employers were notified of the survey and 132 online responses were received. The overall satisfaction score was 84.70%. Below are some of the comments that were received from Scheme employers:

- Thank you wy pf you are very helpful.
- Thank you for all your support
- I have always found the team very approachable and extremely helpful.
- The staff are always polite and helpful whatever your query or problems is.

6.0 Internal Dispute Resolution Procedure (IDRP)

- 6.1 All occupational pension schemes are required to operate an IDRP. The LGPS has a 2 stage procedure. Stage 1 appeals, which relate to employer decisions or actions, are considered by a person specified by each employer to review decisions (the 'Adjudicator'). Stage 1 appeals relating to appeals against administering authority decisions or actions are considered by the Director in his capacity as the Adjudicator for this purpose. At Stage 2, the right of appeal for all types of appeals (employer or administering authority) is to the administering authority and these are considered by the Chief Executive of City of Bradford Metropolitan District Council. In 2017 ten Stage 1 determinations were made and there were a total of twenty two Stage 2 determinations, as detailed in Appendix A.
- 6.2 There has been an increase in the number of Stage 1 appeals, however all were turned down, which demonstrates that WYPF has robust systems and processes in place.
- 6.3 The number of Stage 2 appeals has also increased, the majority of them still concern payment of benefits due to ill health and tier of ill health benefits awarded. The number of appeals referred back to the employer has increased. To help employers better deal with appeals WYPF has produced a guide.
- 6.4 The Pensions Ombudsman can consider complaints and allegations of maladministration, once the two stages of the IDRP have been exhausted. In 2017 the Pensions Ombudsman issued one determination in respect of complaints made against the WYPF, the complainant was awarded £500 for the significant distress caused by maladministration.

7.0 Current Issues

7.1 Assistant coroners & eligibility for LGPS

The LGPC Secretariat have received a Counsel's view on the eligibility of assistant coroners for membership of the LGPS in England and Wales, which concludes that assistant coroners are eligible for membership of the scheme.

7.2 Publication of LGPS statistics for 2016/17

DCLG have published their annual statistics on the LGPS in England and Wales, covering the 2016/17 scheme year.

The statistics are collated from the SF3 forms completed by LGPS funds each year and show the following (removing the effect of the merger of the Richmond and Wandsworth pension funds during 2016/17):

- Total expenditure in 2016/17 was £11.8 billion, up £0.4 billion from 2015/16.
- Total income in 2016/17 was £14.7 billion, up £0.7 billion from 2015/16.

- Overall, total expenditure was 81% of income in 2016/17, the same as in 2015/16.
- The market value of LGPS funds was £259 billion at the end of March 2017, an increase of £45 billion or 21% on March 2016.
- Active membership was up to 1,964,000 in 2016/17, from 1,943,000 in 2015/16.
- Active membership as a proportion of total membership was 35.16% in 2016/17, down from 36.00% in 2015/16.

7.3 September 2017 rate of CPI

On 17 October 2017, [the Office for National Statistics \(ONS\) announced](#) that the Consumer Prices Index (CPI) rate of inflation for September 2017 was 3.0%.

Government policy in recent years has been to base both pensions increase under the Pensions (Increase) Act 1971 and revaluation of pension accounts under section 9 of the Public Service Pensions Act 2013 on the rate of CPI for September of the previous year.

We await confirmation from the Government that revaluation and pensions increase for April 2018 will apply in the LGPS at a rate of 3.0%.

7.4 SAB tier 3 employer project – publication of surveys

The Scheme Advisory Board for the LGPS in England and Wales (SAB) has appointed Aon Hewitt to help them in their review of Tier 3 employers in the LGPS. Tier 3 employers are all those with no tax-payer backing (i.e. colleges, universities, housing associations, charities and any admission bodies with no guarantee from a Council, academy or other tax-payer backed employer).

For clarity, admission bodies falling within paragraph 1(d) of Part 3 of Schedule 2 to the LGPS 2013 Regulations, i.e. bodies formerly known as transferee admission bodies, are not classed as Tier 3 employers because they have a statutory guarantee from the related employer.

The aims of the exercise are to identify:

- the duties, benefits, issues and challenges for LGPS funds, Tier 3 employers and their scheme members with regard to their participation in the LGPS
- options for change that would improve the funding, administration, participation and member experience with regard to Tier 3 employers.

A key element of this project is information gathering and, on 27th November, the SAB launched three surveys for completion by:

- a) LGPS administering authorities - <http://lgpsregs.org/survey/administering-authorities.php>,
- b) Tier 3 employers - <http://lgpsregs.org/survey/employer.php>, and
- c) LGPS members employed by tier 3 employers - <https://lgpsmember.org/survey/member.php>

The surveys closed on 31 December 2017 (Tier 3 employers survey has now been extended to 31 January 2018).

7.5 SAB letter to the Minister regarding survivor benefits

As agreed by the Scheme Advisory Board on the 16 November, the Chair, Councillor Roger Phillips, wrote to the Local Government Minister, Marcus Jones, on the 27 November setting out the Board's intention to explore the scope for eliminating any existing inequalities in the scheme regarding survivor benefits.

The letter went on to confirm that the Government Actuary's Department should be commissioned to cost any such proposal ranging from full retrospective to equalising future survivor benefits only. At this stage, and in the absence of any such costing, the Board has no firm view on how any such proposal should be applied.

In the meantime, representations will continue to be made to DCLG for clarification on the extent to which the Brewster judgment applies to the LGPS in England and Wales.

7.6 Pensions Dashboard update

The Association of British Insurers (ABI), the organisation which steered the development of the Dashboard prototype, [published a report](#) containing a series of policy recommendations on how to develop a Dashboard that would bring about lasting benefits for pensions savers in the UK.

At the PLSA Conference, Guy Opperman MP, Minister for Pensions and Financial Inclusion, announced that DWP will take over responsibility for the introduction of the Pensions Dashboard from HM Treasury. DWP's involvement will begin with the undertaking of a feasibility study in the coming months, with the Department due to provide a fuller update on its plans in spring.

7.7 Autumn Budget 2017

On 22 November 2017, the Chancellor of the Exchequer delivered the [Autumn Budget 2017](#).

The Budget was a relatively quiet one for pensions but did include confirmation that the lifetime allowance will be going up to £1,030,000 from 6 April 2018. This increase is in line with the policy that the Government announced in the March 2015 Budget.

7.8 State Pension Age Review

The Government have published their state pension age (SPA) review as required by the Pensions Act 2014. In the review, the Government confirm they plan to follow the recommendation of the Cridland report that the SPA increase from 67 to 68 be brought forward to take place in stages between 2037 and 2039. Previous Government policy was that the SPA increase to 68 between 2044 and 2046. Once the legislation providing for the change goes through Parliament, the increase will change the state pension age of those born between 6 April 1970 and 5 April 1978, and therefore the LGPS normal pension age of members born between those dates.

7.9 Update on exit payments

A fresh consultation on draft regulations governing the exit payment cap and exit payment recovery was due to take place in autumn. This would potentially mean an implementation for both reforms in the first half of 2018, subject to sufficient parliamentary time being found.

There is no further update on the third part of the Government's programme of public sector exit payment reforms, further reform, on which a DCLG consultation is still awaited.

7.10 Government publish response to scams consultation

The Government have published their response to the pension scams consultation that took place in late 2016 and early 2017

The response confirms that the Government plan to proceed with all three of the measures they consulted upon to tackle pensions scams and notes that respondents to the consultation were, in the vast majority of cases, also supportive of the proposed measures.

The table below lists each of the measures the Government hope to introduce and how the Government intends to implement these.

Measure	Implementation
<p>Introduce a ban on cold calling in relation to pensions – <i>the Government have confirmed this ban will also now extend to cold calling via electronic communications such as email and text message, as well as traditional cold calling via phone</i></p>	<p>The Government intend to work on the final and complex details of the ban on cold calling and then bring forward legislation when Parliamentary time allows.</p>
<p>Limiting the statutory right to transfer so that individuals only have a statutory right to transfer to the following schemes:</p> <ul style="list-style-type: none"> • To personal pension schemes operated by firms authorised by the FCA • To authorised master trust schemes • Where a genuine employment link to the receiving occupational scheme can be evidenced 	<p>The Government intends to work closely with industry, consumer groups and other stakeholders on how best to implement the employment link and add Qualified Recognised Overseas Pension Scheme (QROPS) to the statutory transfer criteria (where this is a legitimate transfer).</p> <p>However, as the authorisation process the Government is introducing for master trusts is not being rolled out until late 2018 early 2019, any changes to the statutory right to transfer will not come into force until after the authorisation process has been rolled out.</p>
<p>Allowing only active companies to register a pension scheme, except in legitimate circumstances where HMRC will have the discretion to register such schemes. HMRC will also have the power to de-register existing registered pension schemes where the sponsoring employer is a dormant company.</p>	<p>The Government intend to introduce legislation in a Finance Bill later in 2017 to introduce this requirement.</p>

7.12 TPR publishes information on roles and responsibilities within PSPS's

The Pensions Regulator has published information on the roles and responsibilities of certain people and bodies in respect of the governance and administration of public service pension schemes (PSPS's).

In late August, the LGPC Secretariat met with the Pensions Regulator and received confirmation that they are working to provide additional materials to support public service pension schemes in the coming months, particularly in the fields of breach reporting and record keeping.

The table attached at Appendix B provides more details about the role of scheme managers, pension boards and others involved in governing public service schemes. Those involved with local government pension schemes may also have investment responsibilities.

8. News

- 8.1 WYPF were winners of the Scheme Governance Award hosted by the LAPF Investment Awards on 19th September at the British Medical Association headquarters in London. We were also shortlisted under the following categories:

LGPS Fund of the Year (over £2.5 billion)
Scheme Administration Award
Collaboration Award

WYPF were also shortlisted by Pensions Age Awards under the following categories:

- DB Scheme of the Year
- Pension Scheme Communication Award
- Pension Administration award
- Pension Scheme Innovation Award

9.0 External Business

- 9.1 On 1 April 2015 WYPF entered into a joint service agreement to administer the Lincolnshire Pension Fund. Information in relation to this is contained in a separate report.
- 9.2 WYPF continues to provide pension administration services to West Yorkshire, North Yorkshire, South Yorkshire, Humberside, Lincolnshire, Royal Berkshire and Buckinghamshire and Milton Keynes Fire and Rescue Services. A separate report is provided on these arrangements.
- 9.3 WYPF's reputation to provide a top class service at a low cost is growing across the sector and is further enhanced by being appointed by the London Borough of Hounslow to provide a shared service administration from August 2018.
- 9.4 WYPF acts as the Adjudicator for Stage 1 appeals for a number of Administering and Employing Authorities outside the West Yorkshire area. In 2017 the WYPF made 80 decisions which generated income of around £20,000.

Appendix A

IDRP 2017

	Number of Determinations	Outcomes	Type
STAGE 1	10		
		10 Turned down	<ul style="list-style-type: none"> 1 Incorrect estimate 2 Distribution of death grant 1 Delays in paying pension 1 Refusal to allow transfer out 2 Overpayment of pension 1 Incorrect Annual Benefit Statement 1 Incorrect guidance regarding retirement options 1 Only one death grant paid
STAGE 2	22		
AGAINST EMPLOYER	17	13 Turned down	<ul style="list-style-type: none"> 3 Entitlement to ill health pension 1 Tier of ill health pension 5 Early payment of deferred benefits 1 Cessation of tier 3 ill health pension 1 Member contribution rate 1 Not allowed to link previous membership 1 Outcome of review of tier 3 ill health pension
		4 Referred back to employer to reconsider	<ul style="list-style-type: none"> 2 Entitlement to ill health pension 2 Early payment of deferred benefits
AGAINST WYPF	5	5 Turned down	<ul style="list-style-type: none"> 1 Incorrect estimate 1 Overpayment of pension 2 Distribution of death grant 1 Only one death grant paid

Governing Public Sector Pension Schemes

Name	Role	Who they are in practice	Responsibilities (examples)
Responsible authority	Set scheme policy.	Minister or Secretary of State, Scottish or Welsh Ministers or a government department.	<ul style="list-style-type: none"> • Determine scheme policy, eg benefit structure. • Set out scheme policy in regulations, including the role of the scheme manager, pension board and scheme advisory board.
Scheme manager	<p>Overall responsibility for the scheme.</p> <p>Scheme managers sometimes delegate specific activities or functions to other parties, such as administrators. However, they remain accountable for complying with the law and the overall management and administration of their scheme.</p>	<p>Local government pension schemes: an administering authority (typically a council) or the Northern Ireland Local Government Officers' Superannuation Committee.</p> <p>Police pension schemes: police pension authorities (usually the Chief Constable / Metropolitan Police Commissioner), the Northern Ireland Policing Board or Scottish Ministers.</p> <p>Firefighters' pension schemes: fire and rescue authorities, the Northern Ireland Fire and Rescue Service Board or Scottish Ministers.</p>	<ul style="list-style-type: none"> • Ensure compliance with scheme regulations and other legislation. • Manage risks and ensure there are adequate internal controls. • Ensure that pension boards members don't have conflicts of interest. • Put in place effective dispute resolution procedures. • Keep records and ensure the quality of member data. • Communicate information to members including benefit statements. • Publish information on pension boards. • Report late payment of contributions. • Meet our reporting requirements, eg completing scheme returns. • Report breaches to us where required.

		Armed forces, civil service, judicial, health services (NHS) and teachers pension schemes: Minister or Secretary of State, Northern Ireland Department or Scottish Ministers.	
Pension board	Assist the scheme manager.	<p>A collection of suitably knowledgeable people with equal numbers of employer and member representatives.</p> <p>Some have other types of members, such as independent experts or independent chairs or vice-chairs.</p>	<ul style="list-style-type: none"> • Help the scheme manager to comply with scheme regulations, other legislation and any requirements we have. • Have the required knowledge and understanding of scheme rules, documents recording scheme administration policies and pensions law. • Report breaches to us where required. • Responsibilities can vary. Some pension boards have a strong focus on assurance, others advise on member communications and others carry out specific functions on behalf of the scheme manager, eg appointing or managing the scheme administrator.
Scheme advisory board	<p>Advise the responsible authority.</p> <p>In some schemes, advise the scheme manager and pension board.</p>	<p>Often equal numbers of employer and member representatives.</p> <p>Some have other types of members, such as independent experts.</p>	<ul style="list-style-type: none"> • Advise the responsible authority on the desirability of changes to the scheme, such as adjustments to the scheme if costs breach the employer cost cap. • In some schemes, advise scheme managers and pension boards on governance and administration, eg by providing guidance. • Report breaches to us where required.

Administrators	Carry out day-to-day functions of running the scheme for the scheme manager.	May be in-house or third party.	<ul style="list-style-type: none"> • Keep records. • Collect contributions. • Pay benefits to members. • Report breaches to us where required.
Employers	Employ members of the pension scheme.	<p>Central or local government, armed forces, NHS, police forces and other parts of the public sector.</p> <p>Private sector employers where staff are transferred from the public sector, eg on outsourcing contracts or eligible for access under individual scheme provisions.</p>	<ul style="list-style-type: none"> • Meet employer duties related to automatic enrolment. • Pay contributions in line with requirements in scheme regulations. • Keep and provide data to scheme manager or administrator. • Report breaches to us where required.
Pension committees or investment committees (only local government pension schemes)	Administer, invest and manage pension funds on behalf of the scheme managers of local government pension schemes.	Generally, councillors with experience or interest in investment.	<ul style="list-style-type: none"> • Set the investment strategy and publish an investment strategy statement. • Prepare and publish the funding strategy statement. • Appoint investment managers.

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Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

P

Subject: Local Government Pension Scheme

Summary statement:

This report updates the Local Pension Board on the current issues affecting the Local Government Pension Scheme (LGPS)

Recommendation

It is recommended that the Local Pension Board note this report.

Rodney Barton
Director

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1 Background

1.1 The Local Government Pension Scheme (LGPS) continues to develop and undergo change and is also affected by changes in overriding legislation.

1.2 There have been a number of consultations and updates over the last year.

2.0 LGPS Update

2.1 Department for Communities and Local Government renamed In January 2018, The Department for Communities and Local Government (DCLG) became the Ministry of Housing, Communities and Local Government (MHCLG).

2.2 New Parliamentary Under Secretary of State (Minister for Local Government) Following the cabinet reshuffle in January 2018, Rishi Sunak MP (MP for Richmond (Yorkshire)), became the new Parliamentary Under Secretary of State (Minister for Local Government), taking over from Marcus Jones who was appointed in May 2015.

2.3 High Court judgement in the case of Elmes v Essex This case concerns Nichola Elmes versus Essex County Council with an interested party of MHCLG. This is a similar case to that decided upon in the Supreme Court on 8 February 2017 concerning Denise Brewster versus NILGOSC (Northern Ireland LGPS).

The case of Nichola Elmes versus Essex County Council was heard before the High Court on Tuesday 18 January 2018 and declared that: "The requirement to nominate a person under regulations 24 and 25 of the LGPS (Benefits, Membership and Contributions) Regulations 2007 is incompatible with Article 1 of the first Protocol to, and Art 14 of, the European Convention on Human Rights and must therefore be disapplied".

WYPF have tried to contact all cohabiting partners that may be affected by this judgement and started paying a partner's pensions to those who have proved they meet the other eligibility criteria contained in the LGPS Regulations.

2.4 Exit Payment Reforms update

The further consultations on the introduction of the Government's policy on exit payment recovery and the introduction of an exit payment have still to be issued.

2.5 Publication of LGPS statistics for 2016/17 MHCLG have published their annual statistics on the LGPS in England and Wales, covering the 2016/17 scheme year. The statistics are collated from the SF3 forms completed by LGPS funds each year and show the following:

- Total expenditure in 2016/17 was £11.8 billion, up £0.4 billion from 2015/16.
- Total income in 2016/17 was £14.7 billion, up £0.7 billion from 2015/16.
- Overall, total expenditure was 81% of income in 2016/17, the same as in 2015/16.
- The market value of LGPS funds was £259 billion at the end of March 2017, an increase of £45 billion or 21% on March 2016.
- Active membership was up to 1,964,000 in 2016/17, from 1,943,000 in 2015/16.
- Active membership as a proportion of total membership was 35.16% in 2016/17, down from 36.00% in 2015/16.

The full report is available at www.lgpsboard.org under Scheme Annual Report 2016.

2.6 SAB tier 3 employer project The Scheme Advisory Board for the LGPS in England and Wales (SAB) has appointed Aon Hewitt to help them in their review of Tier 3 employers in the LGPS. Tier 3 employers are all those with no tax-payer backing (i.e. colleges, universities, housing associations, charities and any admission bodies with no guarantee from a Council, academy or other tax-payer backed employer).

The aims of the exercise are to identify:

- the duties, benefits, issues and challenges for LGPS funds, Tier 3 employers and their scheme members with regard to their participation in the LGPS
- options for change that would improve the funding, administration, participation and member experience with regard to Tier 3 employers.

2.7 Contribution bands for 2018/19 On 17 October 2017, the Office for National Statistics (ONS) announced that the Consumer Prices Index (CPI) rate of inflation for September 2017 was 3.0%. Government policy in recent years has been to base both pensions increase under the Pensions (Increase) Act 1971 and revaluation of pension accounts under section 9 of the Public Service Pensions Act 2013 on the rate of CPI for September of the previous year. The Pensions Increase (Review) Order 2018 is expected to be published in the near future confirming this. The table below sets out the draft contribution bands, which will be effective from 1 April 2018. These are based on the pay bands for 2017/18 as increased by the September 2017 CPI figure of 3%, with the result rounded down to the nearest £100.

Draft Contribution table 2018/19			
Band	Actual pensionable pay for an employment	Contribution rate for that employment	
		Main section	50/50 section
1	Up to £14,100	5.5%	2.75%
2	£14,101 to £22,000	5.8%	2.9%
3	£22,001 to £35,700	6.5%	3.25%
4	£35,701 to £45,200	6.8%	3.4%
5	£45,201 to £63,100	8.5%	4.25%
6	£63,101 to £89,400	9.9%	4.95%
7	£89,401 to £105,200	10.5%	5.25%
8	£105,201 to £157,800	11.4%	5.7%
9	£157,801 or more	12.5%	6.25%

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alisation of GMP in public service pension schemes On 28 November 2016, HM Treasury commenced a consultation that proposed options for the indexation of GMP elements for members of public service pension schemes who will reach SPA on and

after 6 December 2018. On 22 January 2018, HM Treasury published its response to the consultation.

“This consultation was about how government should continue to meet its obligations to index (price protect) and equalise (make equal payments to men and women) the pension entitlements of a certain group of public servants with an occupational pension known as a GMP.

The government has been implementing an “interim solution” between 6 April 2016 and 5 December 2018. The outcome of this consultation is that this solution will be extended for a further two years and four months. This will cover those members of public service schemes with a GMP who reach state Pension Age on or after 6 December 2018 and before 6 April 2021. During this period, the government will investigate the possibility of an alternative long term methodology, known as “conversion”.

2.9 The Pensions Advisory Service dispute function moves to the Pensions Ombudsman the Pensions Advisory Service’s (TPAS) dispute resolution function is moving to The Pensions Ombudsman (TPO). The move includes the transfer of the TPAS dispute resolution team and volunteer network of over 350 advisers. The transfer is expected to be completed by 1 March 2018.

At present customers can approach both TPO and TPAS for help when dealing with a pension complaint. TPAS usually focussed on complaints before the pension scheme’s internal dispute resolution procedure (IDRP) had been completed, whilst TPO typically deals with complaints that have been through IDRP. We have been advised that this transfer of functions will simplify the customer journey. Customers will be able to access all pension dispute resolution, previously handled by two services, whether pre or post IDRP, in one place. Leading to a smoother customer journey and improved complaint handling. TPAS will continue to focus on providing pension information and guidance, and will become an integral part of the new Single Financial Guidance Body.



Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

Q

Subject: The Pension Regulators record keeping and data quality requirements

Summary statement:

The Pension Regulator's (TPR) Code of Practice 14 and The Public Service Pensions (Record Keeping & Miscellaneous Amendments) Regulations 2014 set out the requirements for public sector pension funds to maintain comprehensive and accurate data on their members and their member's pension contributions.

Work will start in summer 2018 to assess the quality of data held by the Fund and the creation of a data improvement plan.

Recommendation

It is recommended that the Local Pension Board note this report.

Rodney Barton
Director

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1. SUMMARY

- 1.1 The Pension Regulator's (TPR) Code of Practice 14 and The Public Service Pensions (Record Keeping & Miscellaneous Amendments) Regulations 2014 set out the requirements for public sector pension funds to maintain comprehensive and accurate data on their members and their member's pension contributions.
- 1.2 Work will start in summer 2018 to assess the quality of data held by the Fund and the creation of a data improvement plan.

2. BACKGROUND

- 2.1 This year, for the first time, LGPS funds are required to report on the quality of common and scheme-specific data in their The Pension Regulator scheme returns. Funds must have plans in place to review their data annually and, where necessary, put in place a data improvement plan which sets out the steps taken to address any issues. Funds need to consider the outcomes they are trying to achieve with their data improvement plans and how they will achieve them.
- 2.2 There are two types of data that should be measured: common data and key scheme specific (conditional) data.
 - Common data are basic data items which are used to identify scheme members. All schemes should hold these for all members.
 - Conditional Data is other data in respect of members and their participation in the scheme.
- 2.3 Schemes are required to measure their data and should consider if the required data is present and whether it is accurate. Checking the data will include:
 - Checking there is data in all the required fields,
 - Consistency checks – data items must be consistent with each other,
 - Validation checks - data must be in a valid format and,
 - Specific processes, for example life certificate exercises, checking members date of birth against birth certificates
- 2.4 Once the data has been checked it will be given a data score. The Data Score is the percentage of members in the scheme that have been assessed to have fully present and accurate common or scheme specific data.
- 2.5 The Fund will then be required to devise a Data Improvement Plan to resolve any incomplete or inaccurate data. This plan will be developed over the summer.
- 2.6 Details of WYPF Data Score and Data Improvement Plan will be submitted to the next Pension Board meeting in Autumn 2018.

3 RECOMMENDATION

- 3.1 It is recommended that the Local Pension Board note this report.



Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

R

Subject: Update on the Guaranteed Minimum Pension (GMP) Reconciliation Exercise

Summary statement:

This exercise is to wind up the contracted out element link between the LGPS (Local Government Pension Scheme) and the SERP's (State Earnings Related Pension Scheme) which affected members with service between 6 April 1978 and 5 April 1997.

The reconciliation process is designed to allocate all GMP liabilities to the correct Fund before the deadline in 2018, after which, the relevant Fund that holds the record will be liable for pension inflation increases.

The amount of the GMP will contribute towards the calculation of the members' benefits in the New State Pension system and this began on 6 April 2016.

Recommendation

That the Board note the update in this report and acknowledge the potential additional workloads anticipated from this exercise.

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Director

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1. Update

1.1 The GMP Reconciliation project has progressed well in recent weeks, and WYPF are now in a position to start raising queries with HMRC where mismatches occur.

1.2 Results remain encouraging, and using an example from one of our fire schemes, the HMRC data has been matched to the data held by WYPF with the following outcomes:

<u>Outcome</u>	<u>Number</u>
Fully Reconciled within tolerance	1244
Transfer Out	12
Not in Scheme	15
Not in Scheme (but actually elsewhere within WYPF)	37
Still to review	700

Queries have been submitted to HMRC relating to the items in the shaded area.

1.3 Our initial investigations suggest that transfers-in are one of the main reasons for the differences between HMRC and WYPF records. It is possible that the correct transfer notices were not completed and sent to HMRC by former schemes when the transfers took place.

1.4 Work is continuing on this project and the aim of our Member Services Manager (UPM Development) is to then automate as much of this work as possible to reduce the impact on pension administrators.



Report of the Director, West Yorkshire Pension Fund, to the meeting of the West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

S

**Subject: Pensions Administration Strategy and Communications Policy
2018/19**

Summary statement:

As part compliance with the LGPS Regulations 2013 regulations WYPF prepare a written statement of the authority's policies in relation to such matters as it considers appropriate in relation to procedures for liaison and communication with scheme employers and the levels of performance which the employers and WYPF are expected to achieve.

The Pensions Administration Strategy and Communications Policy are produced each year and approved by Joint Advisory Group (JAG).

There are no changes to the Pensions Administration Strategy. The Communications Policy has been updated to reflect activities planned for 2018-19.

Recommendations:

It is recommended that the local Pension Board note the Pension Administration Strategy and the Communications Policy 2018/19.

Rodney Barton
Director

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West Yorkshire Pension Fund

Pension Administration Strategy

Contents

- 1. Regulatory framework and purpose**
- 2. Review of the strategy**
- 3. Liaison and communication**
- 4. Employer duties and responsibilities**
- 5. Payments and charges**
- 6. Administering authority duties and responsibilities**
- 7. Unsatisfactory performance**
- 8. Appendices**
 - a. Authorised contacts form**
 - b. Schedule of charges**
 - c. Charging levels**

Regulatory framework and purpose

1. The regulations

This strategy is made under Regulation 59 of The Local Government Pension Scheme Regulations (LGPS) 2013.

In line with these regulations West Yorkshire Pension Fund (WYPF) and Lincolnshire Pension Fund (LPF) employers have been consulted on the strategy, and a copy has been sent to the secretary of state.

1.1 Purpose

This strategy covers both West Yorkshire Pension Fund and Lincolnshire Pension Fund, administered under a collaboration agreement. Within this document the shared service administration, based in Bradford with a satellite office in Lincoln), will be referred to as 'the administrator'.

This strategy outlines the processes and procedures to allow WYPF, LPF and employers to work together in a cost-effective way to administer the LGPS whilst maintaining an excellent level of service to members. It recognises that working co-operatively and collaboratively will be key to achieving these aims.

2. Review of the strategy

This strategy will be reviewed as soon as reasonably possible following any changes to the regulations, processes or procedures that affect the strategy or on a tri-annual basis if this occurs sooner.

Changes to this strategy will be made following consultation with employers and a copy of the updated strategy will be sent to the secretary of state.

WYPF will constantly seek to improve communications between itself and the employers.

Employers are welcome to discuss any aspect of this strategy with the administrator at any time and may make suggestions for improvement to the strategy.

3. Liaison and communication

3.1 Authorised contacts for employers

Each employer will nominate a contact to administer the three main areas of the LGPS:

- a strategic contact for valuation, scheme consultation, discretionary statements and IDRPs
- An administration contact for the day-to-day administration of the scheme, completing forms and responding to queries, and
- a finance contact for completion and submission of monthly postings and co-ordination of exception reports

If they wish, employers may also nominate additional contacts.

All contacts will receive a login name and password that allows them to access the Civica employer portal for online administration and the combined remittance and monthly return.

When registering, each contact should complete a **Main contact registration** form and **Authorised user list** form, and sign the administrator's user agreement for the secure administration facility.

The three main contacts are responsible for ensuring that contacts are maintained by notifying the administrator when one leaves and registering new contacts where necessary.

3.2 Liaison and communication with employers

The administrator will provide the following contact information for employers and their members:

- A named Pension Fund Representative for regulatory or administration queries, training, advice and guidance.
- A named finance business partner to assist with the monthly returns process
- A dedicated contact centre for member queries

In addition to this, the administrator takes a multi-channel approach to communication with its employers.

Format of communication	Frequency	Method of distribution
Pension Fund Representatives	8.30am to 4.30pm Monday to Friday	Face-to-face/telephone/e-mail
Website	Constant	Web
Fact card	1 per year	Mail
Fact sheets	Constant	Web
Employer guide	Constant	Web/electronic document
<i>Ad hoc</i> training	As and when required	Face-to-face
Update sessions	2 per year	Meeting
Annual meeting	1 per year	Meeting
Manuals/toolkits	Constant	Web/electronic document
<i>Pension Matters</i> and <i>round-up</i>	12 per year and as and when required	Wordpress blog and e-mail
Social media	Constant	Web
<i>Ad hoc</i> meetings	As and when required	Face-to-face
Workshops	10 per year	Face-to-face

4. Employer duties and responsibilities

When carrying out their functions employers must have regard to the current version of this strategy.

4.1 Events for notification

Event	Preferred method of notification	Other methods available	Target	Acceptable performance
Monthly postings (submitted via secure portal)	Approved spreadsheet	None	19th day of the month following the month in which contributions were deducted	100% compliance of returns received in target
New starters	Monthly return		Notified via the monthly return, the administrator will process the data within 2 weeks following monthly return submission	90% compliance or better

Event	Preferred method of notification	Other methods available	Target	Acceptable performance
Change of hours, name, payroll number, or job title	Monthly return (exception report)	Web form	Notified via monthly returns, the administrator will process the data within 2 weeks following monthly return submission For exception report output from the monthly return, change data response must be provided to the administrator within 2 weeks of receipt of the exception report If the employer is not using monthly return, then information is due within 6 weeks of change event	90% compliance or better
50/50 & main scheme elections	Monthly return		Notified by the employer via monthly return, the administrator will process the data within 2 weeks following monthly data submission	90% compliance or better
Service breaks/absence	Web form		Within 6 weeks of the date of the absence commencing	90% compliance or better
Under 3 month opt-outs	Monthly return		Notified by the employer via monthly return, the administrator will process the data within 2 weeks following monthly data submission	90% compliance or better
Leavers	Monthly return Web form Monthly returns (exception reports)		Notified by the employer via monthly return, the administrator will process the data within 2 weeks following monthly data submission, else within 6 weeks of leaving For exception reports leaver forms must be provided within 2 months of receipt of the exception report	90% compliance or better
Retirement notifications	Web form		10 days before the member is due to retire unless the reason for retirement is ill health or redundancy	90% compliance
Death in service notifications	Web form		Within 3 days of the date of notification	100% compliance

4.2 Responsibilities

Employers are responsible for ensuring that member and employer contributions are deducted at the correct rate, including any additional contributions.

The administrator is not responsible for verifying the accuracy of any information provided by the employer for the purpose of calculating benefits under the provisions of the Local Government Pension Scheme. That responsibility rests with the employer.

Any over-payment as a result of inaccurate information being supplied by the employer shall be recovered from that employer.

In the event of the administrator being fined by The Pensions Regulator, this fine will be passed on to the relevant employer where that employer's actions or inaction caused the fine.

4.3 Discretionary powers

The employer is responsible for exercising the discretionary powers given to employers by the regulations. The employer is also responsible for compiling, reviewing and publishing its policy to employees in respect of the key discretions as required by the regulations.

4.4 Member contribution bands

Employers are responsible for assessing and reassessing the contribution band that is allocated to a member. The employer must also inform the member of the band that they have been allocated on joining the scheme and when they have been reallocated to a different band.

4.5 Internal dispute resolution procedure (IDRP)

Employers must nominate an adjudicator to deal with appeals at stage one of the IDRP where the dispute is against a decision the employer has made or is responsible for making. Employers are responsible for providing details of the IDRP and the adjudicator in writing to members when informing them of decisions they have made.

5. Payments and charges

5.1 Payments by employing authorities

Employing authorities will make all payments required under the LGPS regulations, and any related legislations, promptly to WYPF and /or its Additional voluntary contribution (AVC) providers (Prudential/Scottish Widows) as appropriate.

5.2 Paying contributions

Member and employer contributions can be paid over at any time and should be accompanied by a monthly postings submission, the latest date contributions can be paid is the 19th day of the month following the month in which the deductions were made.

Where the 19th falls on a weekend or bank holiday, the due date becomes the last working day prior to the 19th.

5.3 AVC deductions

Employers will pay AVCs to the relevant provider within one week of them being deducted.

5.4 Late payment

The employer is reported to The Pensions Regulator where contributions are received late in accordance with the regulator's code of practice.

5.5 Payment method

Contributions (but not AVCs) should be paid to the administrator by BACS payment direct to WYPF or LPF's bank account.

5.6 Early retirement and augmentation costs

Employers have the option to pay the full early retirement cost or pay by instalments over 5 years, depending on their ability to pay. Interest is charged if the option to pay by instalments is taken, and the annual interest used Base Rate + 1%.

All augmentation cost must be paid in full in one payment.

5.7 Interest on late payment

In accordance with the LGPS regulations, interest will be charged on any amount overdue from an employing authority by more than one month.

5.8 Employer contributions

Employers' contributions rates are not fixed and employers are required to pay whatever is necessary to ensure that the portion of the fund relating to their organisation is sufficient to meet its liabilities.

5.9 Actuarial valuation

An actuarial valuation of the fund is undertaken every three years by the fund actuary. The actuary balances the fund's assets and liabilities in respect of each employer and assesses the appropriate contribution rate and deficit payment if appropriate for each employer for the subsequent three years.

5.10 Administration charges

The cost of running the administrator is charged directly to the fund; the actuary takes these costs into account in assessing employers' contribution rates.

6. Administering authority duties and responsibilities

When carrying out their functions the administrator will have regard to the current version of the strategy.

6.1 Scheme administration

the administrator will ensure that workshops and annual meetings are held on a regular basis and actively seek to promote the Local Government Pension Scheme via the following events.

- Employer annual meeting
- Member annual meeting
- Pre retirement courses
- New starters induction courses
- Complete guide to administration
- Your responsibilities
- Monthly contributions
- Ill Health retirement

6.2 Responsibilities

The administrator will ensure the following functions are carried out.

- 6.2.1 Provide a helpdesk facility for enquiries, available during normal office hours, providing a single point of access for information relating to the LGPS
- 6.2.2 Create a member record for all new starters admitted to the LGPS
- 6.2.3 Collect and reconcile employer and employee contributions
- 6.2.4 Maintain and update members' records for any changes received by the administrator
- 6.2.5 At each actuarial valuation the administrator will forward the required data in respect of each member and provide statistical information over the valuation period to the fund actuary so that they can determine the assets and liabilities for each employer
- 6.2.6 Communicate the results of the actuarial valuation of the fund to each employer
- 3.2.7 Provide every active, deferred and pension credit member with a benefit statement each year
- 6.2.8 Provide estimate of retirement benefits on request by the Employer
- 6.2.9 Calculate and pay retirement benefits, deferred benefits and death in service benefits in accordance with LGPS rules, members' options and statutory limits.
- 6.2.10 Comply with HMRC legislation

6.3 Decisions

The administrator will ensure that members are notified of any decisions made under the scheme regulations in relation to their benefits within 10 working days of the decision being made and will ensure the member is informed of their right of appeal.

6.4 Discretionary powers

The administrator will ensure the appropriate policies are formulated, reviewed and publicised in accordance with the scheme regulations.

6.5 Internal dispute resolution procedure (IDRP)

The administrator will deal with employer appeals at stage two of the IDRP for WYPF. A nominated officer of Lincolnshire County Council will undertake this role for LPF.

The administrator will nominate an adjudicator to deal with appeals at stage one and stage two of the IDRP where the appeal is against a decision the administrator has made or is responsible for making.

6.6 Fund performance levels

The minimum performance targets are shown below.

Service	Days	Minimum target
1. New member records created	10	75%
2. Update personal records	10	75%
3. Posting monthly contributions to member records	10	90%
4. Calculate and action incoming transfer values	2 months	100%
5. Deferred benefits – payment of lump sums	3	75%
6. Provide details of deferred benefit entitlement	10	75%
7. Refund of contributions – notification of entitlement	5	75%
8. Refund of contributions – payment	5	75%

Service	Days	Minimum target
9. Action agreed transfers out on receipt of acceptance	10	75%
10. Provide estimate of retirement benefits	10	75%
11. Retirement benefits – payment of lump sum	3	75%
12. Retirement benefits – recalculation of pension/lump sum	10	75%
13. Calculation and payment death benefits on receipt of all necessary information	5	75%
14. Make death grant payment to themember’s nomination (provided all relevant information is received)	1 month	100%
15. Percentage of telephone calls answered within 20 seconds		90%
16. Annual benefit statements issued to deferred members by		31 May
17. Annual benefit statements issued to active members by		31 August
18. Make payment of pensions on the due date		100%
19. Issue P60s to pensioners within statutory deadlines		100%
20. Provide information on request in respect of pension share on divorce within legislative timescales		100%
21. Implement Pension Share Orders within legislative timescales		100%
22. Undertake annual reviews to establish continuing entitlements to pensions for children over the age of 17		100%
23. Implement changes in pensioner circumstances for the next available pensioner payroll		100%

7. Unsatisfactory performance

7.1 Measuring performance

Both employer and WYPF targets will be measured on a quarterly basis using the Civica document management system. Employers will be notified of their performance level each quarter.

WYPF performance levels will be published on a quarterly basis in the employer newsletter.

Overall employer and WYPF performance will be published by WYPF in the Report and Accounts.

7.2 Unsatisfactory performance

Where an employer materially fails to operate in accordance with the standards described in this strategy, and this leads to extra costs being incurred by the administering authority, the administering authority may issue a written notice to the employer requiring that these extra costs be met by the employer. A schedule of charges is detailed in Appendix B.

Appendix A – Main contact registration and authorised user list

Main contact registration form

	West Yorkshire Pension Fund		main contact registration oct 2016
<h3>Main contact registration form</h3>			
Employer name and location code			
Employer address			
Important: please read the guidance note on Managing your WYPF contacts before you complete this form.			
Strategic contact			
Name	Address if different from above		
Job title			
Phone	Specimen signature		
Email			
Administration contact			
Name	Address if different from above		
Job title			
Phone	Specimen signature		
Email			
Finance contact			
Name	Address if different from above		
Job title			
Phone	Specimen signature		
Email			
Contact at third-party payroll provider (if applicable and not listed above)			
Name	Company name and address		
Job title			
Phone	Specimen signature		
Email			
Date signatures valid from	Signed (by current authorised signatory)		

Appendix B – Schedule of charges

Performance areas	Reason for charge	Basis of charge
1. Any overpayment made to a member due to inaccurate information provided by an employer will be recovered from employer, if the total overpaid is more than £50.	If the overpaid amount is the result of the employer's error, and the amount is over £50, then as such it will be recharged to the employer, plus costs of resolving and recovering the overpayment. If the overpayment is recovered from the member, then the amount recovered will be passed back to the employer, less any cost of overpayment recovery actions.	Actual amount overpaid + admin charge (admin charge will be based on managerial input at level III), minimum half day charge of £110 + VAT + cost of recovery actions (court and legal fees). Any part or all of this charge may be waived at head of service discretion.
2. Contributions to be paid anytime but latest date by 19th of month (weekends and bank holidays on the last working day before 19th)	Due by 19th month – late receipt of funds, plus cost of additional time spent chasing payment.	Number of days late interest charged at base rate plus 1%.
3. Monthly return due anytime but latest by 19th month, errors on return, i.e. employer/employee rate deducted incorrectly, exception reporting errors to be resolved within two months.	Due by 19th month, any additional work caused by late receipt of information incorrect information, incorrect contributions.	Failure to provide appropriate information, resulting in significant work will result in admin charge (at Senior Pensions Officers level II) at £136 + VAT a day. This may be waived at head of service discretion.
4. Change in member detail	If submitted via monthly data, the administrator will process data within 2 weeks following monthly data submission. For exception reports output from monthly returns, change data response must be provided to the administrator within 2 weeks of receipt of the exception report.	Failure to provide appropriate information, resulting in significant work will result in admin charge (at Pensions Officer level I) at £96 + VAT a day. This may be waived at head of service discretion.
5. Early leavers information	If submitted via monthly data, the administrator will process data within 2 weeks following monthly data submission, else within 6 weeks of date of leaving. For exception reports leaver forms provided to WYPF within two months of receipt of the exception report.	Failure to provide appropriate information, resulting in significant work will result in admin charge (at pension officers level I) at £96 + VAT a day. This may be waived at head of service discretion.
6. Retirement notifications	Due 10 working days before last day of employment unless the reason for retirement is ill health or redundancy – additional work caused by late receipt of information.	Failure to provide appropriate information, resulting in significant work will result in admin charge (at senior pension officers level II) at £136 + VAT a day. This may be waived at head of service discretion.
7. Death in membership	Due within 3 working days of the notification – additional work caused by late receipt of information.	Failure to provide appropriate information, resulting in significant work will result in admin charge (at pension manager level III) at £220 + VAT a day. This may be waived at head of service discretion.
8. AVC deducted from pay to be paid anytime but latest date by 19th month. (weekends and bank holidays on the last working day before 19th)	Additional investigative work caused through lack of compliance by employer.	Failure to comply by employer, causing additional work for WYPF will result in admin charge (at pension officers level I) at £96 + VAT a day. This may be waived at head of service discretion.
9. Re-issue of invoices	Charge based on number of request.	Additional work caused by reproducing invoices will result in admin charge (at pension officer level I) at £96 + VAT a day. This may be waived at head of service discretion.

Performance areas	Reason for charge	Basis of charge
10. Authorised officers list not updated – Pension Liaison Officers, monthly contributions responsible officers	Costs of additional work resulting from employer's failure to notify the administrator of change in authorised officers list.	Failure to comply by employer, causing additional work for WYPF will result in admin charge (at Pensions Officer level I) at £96 + VAT a day. This may be waived at head of service discretion.
11. Security breach on system re data protection	Recharge employers any fines imposed on us in this event	Actual amount fine imposed + admin charge (admin charge will be based on managerial input at level III) at £220 + VAT a day. This charge may be waived at head of service discretion.
12. Member requests estimate	The first estimate provided in each financial year is free, then subsequent estimates are chargeable.	1st request in each financial year is free. Additional request is charged at a notional charge of £50 + VAT is made. This charge is for each member's record folder reference.
13. Pension sharing order	For pension sharing order work, each party will be charged according to the instruction in the court order.	The charge is £250 + VAT for this work.
Miscellaneous items: <ul style="list-style-type: none"> Benefit recalculation Member file search and record prints Supplementary information requests 	Where information is requested by members that is in addition to routine information.	A notional charge of £50 + VAT will be levied. This charge is for each members record folder reference.

Appendix C – Charging Levels

Charges will be made on half a day basis, but for less than a quarter day no charge will be made and for more than half a day a full-day charge will be made.

Charge levels	I	II	III
Daily charge	£96	£136	£220
Half day charge	£48	£68	£110

- Level I – work at Pensions Officer level
- Level II – work at Senior Pensions Officer level
- Level III – work at Pensions Manager level

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West Yorkshire Pension Fund

Communications Policy

Communications Policy 2018

This policy is published as a requirement under regulation 61 of the Local Government Pension Scheme Regulations 2013.

Introduction

West Yorkshire Pension Fund (WYPF) and Lincolnshire Pension Fund (LPF) entered into a collaboration agreement for shared service from April 2015. Both funds are administered jointly by WYPF, referred to in this policy as 'the administrator'.

This policy has been prepared to meet our objectives about how we communicate with key stakeholders. The administrator currently administers the Local Government Pension Scheme (LGPS) for 706 employers and have over 100,000 active members in the LGPS. We also administer the Councillor Pension Scheme and the Firefighters' Pension Schemes both old and new for a number of fire authorities. This policy is effective from April 2018 and will be reviewed annually, starting around January 2019.

Our stakeholders

For all of the schemes that we administer, our stakeholders include:

- members
- representatives of members
- prospective members
- employing authorities.

Key objectives

- Communicate the scheme regulations and procedures in a clear and easy to understand style
- Use plain English for all our communications with stakeholders
- Identify and use the most appropriate communication method to take account of stakeholders' different needs
- Use technologies to provide up to date and timely information to stakeholders
- Engage with our stakeholders face-to-face when possible

Evaluation and continuous development

To ensure we are meeting the expectations of our stakeholders and to evaluate the effectiveness of our communications we will use the following methods:

- feedback questionnaires
- monitoring compliments and complaints, and
- customer surveys.

To ensure continuous development we plan to:

- continue to increase the number of registered users for MyPension.
- broaden our use of digital platforms to engage stakeholders
- improve the web provision for firefighters, and
- increase the information we give to employing authorities when they join the scheme or change main contacts.

Communications events 2018/19 – Local Government Pension Scheme (LGPS)

Communication	Format	Frequency	Method of distribution
LGPS active members (including representatives of active members and prospective members)	Newsletter	2/3 per year	Mail
	Annual meeting	1 per year	Meeting
	Annual benefit statement	1 per year	Mail
	www.wypf.org.uk	Constant	Web
	Member fact card	On request/constant	Print/web
	Member fact sheets	On request/constant	Print/web
	Introduction to WYPF	On employer request	Presentation
	Your pension explained	On employer request	Presentation
	Pre-retirement	On employer request	Presentation
	Pension surgeries/drop ins	On employer request	Face-to-face
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/e-mail
	Scheme booklet	Constant	Web
	New member pack	On joining	Mail
	Social media	Constant	Web
LGPS deferred members (including representatives of deferred members)	Newsletter	1 per year	Mail
	Annual benefit statement	1 per year	Mail
	Annual meeting	1 per year	Meeting
	www.wypf.org.uk	Constant	Web
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Social media	Constant	Web
LGPS pensioner members (including representatives of retired members)	Newsletter	2 per year	Mail
	Annual meeting	1 per year	Meeting
	www.wypf.org.uk	Constant	Web
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phonee-mail
	Pension advice	As and when net pension varies by 25p or more	Mail
	P60	1 per year	Mail
	Social media	Constant	Web

Communications events 2018/19 – firefighters

Communication	Format	Frequency	Method of distribution
Firefighter active members (including representatives of active members and prospective members)	Newsletter	At least 1 per year	Mail
	Annual benefit statement	1 per year	Mail
	www.wypf.org.uk	Constant	Web
	Introduction to WYPF	On employer request	Presentation
	Your pension explained	On employer request	Presentation
	Pre-retirement	On employer request	Presentation
	Pension surgeries/drop-ins	On employer request	Face to face
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Scheme booklet	Constant	Web
Firefighter deferred members (including representatives of deferred members)	Annual benefit statement	1 per year	Mail
	www.wypf.org.uk	Constant	Web
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
Firefighter – pensioner members (including representatives of pensioner members)	www.wypf.org.uk	Constant	Web
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Pension advice	As and when net pension varies by 25p or more	Mail
	P60	1 per year	Mail

Communications events 2018/19 – councillors

Communication	Format	Frequency	Method of distribution
Councillor active members (including representatives of members)	Newsletter	2/3 per year	E-mail
	Annual meeting	1 per year	Meeting
	Annual Benefit Statement	1 per year	E-mail
	www.wypf.org.uk	Constant	Web
	<i>Ad hoc</i> meetings	When required	Meeting/face-to-face
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Social media	Constant	Web

Communications events 2018/19 – employing authorities

Communication	Format	Frequency	Method of distribution
Employing authorities	Pension Fund Representatives	8.30 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Website	Constant	Web
	Fact card	1 per year	Mail
	Fact sheets	Constant	Web
	Employer guide	Constant	Web/electronic document
	<i>Ad hoc</i> training	When required	Face-to-face
	Update sessions	2 per year	Meeting
	Annual meeting	1 per year	Meeting
	Manuals/toolkits	Constant	Web/electronic document
	Pension Matters and round-up	12 per year and when required	Wordpress blog and e-mail
	Social media	Constant	Web
	<i>Ad hoc</i> meetings	When required	Face-to-face
	Workshops	10 per year	Face-to-face

Member contacts

Contact centre

Phone (01274) 434999

Email wypf@bradford.gov.uk

Postal address

WYPF

PO Box 67

Bradford

BD1 1UP

Employer contacts

Stuart Duncombe (Team Manager – Business Relations) 01274 432763

Pension Fund Representatives

David Parrington 01274 433840

Sheryl Clapham 01274 432541

Lisa Darvill 01274 432540

Kaele Pilcher 01274 432739

Anisa Patel 01274 433788

WYPF Management

Rodney Barton Director – WYPF

Yunus Gajra Business Development Manager

Grace Kitchen Service Centre Group Manager

Ola Ajala Financial Controller

Caroline Blackburn Technical and Development Manager



Report of the Director, West Yorkshire Pension Fund, to the meeting of West Yorkshire Pension Fund Pension Board to be held on 28 March 2018.

T

Subject: Training, Conferences, Seminars

Summary statement:

The training of Pension Board members to understand their responsibilities and the issues they are dealing with is a very high priority. Details of training courses, conferences and seminars listed may assist Board Members.

Recommendation

Consideration is given to attendance by Board Members at the events in Section 1.

Rodney Barton
Director

Report contact: Caroline Blackburn
Phone: (01274) 434523
E-mail: caroline.blackburn@wypf.gov.uk

1. Training Events

- 1.1 If any Pension Board member would like any specific training through one to one meetings with the in-house team, then this can be arranged.
- 1.2 Pension Board members should consider the following events.
 - LAPFF Conference
5-7 December 2018, Bournemouth
 - PLSA Local Authority conference
21- 23 May 2018, Gloucestershire
 - LGPS “Trustee” Training – Fundamentals
The training will be delivered at three locations. (Dates and venues to be confirmed).
 - LGPC Trustees conference. (Dates and venue to be confirmed)
- 1.3 Members should also ensure they have completed the Pensions Regulator Public services toolkit training. A link can be found at: www.thepensionsregulator.gov.uk/public-service-schemes.aspx
- 1.4 Members can also make use of the web based training provided by
 - Standard Life Learning Gateway
Web based training provided by Standard Life
<http://sliglobaluk.intuition.com/SignIn.aspx?action=s>
- 1.5 The next ‘in house’ training event will be held in September /October 2018. Date to be confirmed.

2. Date of next meeting

Mid October – Date to be confirmed