

The Pensions Regulator

Breaches of Law (All other breaches)

Your scheme details:
LGPS - West Yorkshire Pension Fund

1. Introduction

The details on the following pages are taken from the Breach of Law: All other breaches submitted on 24 May 2021 at 11:44 AM.

These details were submitted by Miss Tracy Weaver.

2. Scheme details

Scheme details	
Scheme name	LGPS - West Yorkshire Pension Fund
PSR number	10041078
Benefit type	Defined benefit
Address	The Director West Yorkshire Pension Fund Po Box 67 Bradford BD1 1UP United Kingdom

3. Breach of law details

Breach of law details	
Breach details	
Breach date	24/05/2021
Details of the breach	<p>WYPF has an agreement with Prudential to provide an AVC arrangement for its members as part of the Local Government Pension Scheme Regulations.</p> <p>Over the last few months we have received a number of complaints from members to say that their AVC contributions have not been allocated to their AVC accounts. We have also experienced delays in getting Settlement amounts paid to us where members have retired, thus impacting on our ability to pay pension benefits in a timely manner. We have raised the issues directly with Prudential who have told us 'The processing delays have been caused in part by the implementation of a new system that has taken additional time to embed within our processes. This has had an impact on applying contributions to members policies therefore delaying claims. The impact of COVID and the majority of colleagues working from home following the latest lockdown has also affected our productivity and recovery plans'.</p> <p>Prudential had informed us that it had a recovery plan in place and were on target to clear all outstanding cash and claims by the middle of April. We are now at the end of May and the issues have still not been resolved satisfactorily. Prudential have recently informed us that they still have cases in backlog and whilst they have not met the initial target date for recovery they are making good progress in clearing the outstanding claims and have introduced a number of measures to get back on track. Key measures introduced include:</p> <ul style="list-style-type: none"> • 'Weekend and overtime working • Recruitment of 50 full time colleagues into the service function, the majority of whom are focussed on claims. These were added over a month ago and are having a material impact on the work queue positions • Recruitment of 79 full time colleagues into the voice area to deal with the unprecedented increases we have seen in call volumes. We are on track to have recruited these by the end of April 2021, train them and deploy them into the area by the end of May. We expect call wait time and abandonment rates to stabilise towards the end of June 2021'. <p>I am aware that this is an issue experienced by All LGPS Funds that have Prudential as their AVC provider and find this situation totally unacceptable. I have not experienced any significant improvements and see no alternative but to report to TPR for your involvement in coming to a satisfactory solution.</p> <p>However WYPF still have 26 members that retired on or before 31 March 2021 that Prudential have not provided the final settlement amounts.</p>
Rectifying the breach	
Has this breach been rectified?	No
What steps are being taken to rectify the breach?	WYPF have made advanced payments of member's retirement lump sums so they do not encounter undue hardship. Their monthly pensions have not been paid to avoid any additional tax implications if they crystallise their benefits.

	Regularly contact Prudential to chase up urgent cases, by e-mail and phone. Looking to arrange a meeting with Prudential.
What are the timescales for completion?	According to Prudential they are hoping to 'stabilise' by the end of June.
Additional breaches or any other information	
Breach details or additional information	Prudential have said member's will not lose out on investment returns because of the delays and where appropriate they will pay compensation however this does not compensate WYPF for the additional time and work undertaken due to the delays caused by Prudential.

4. Trustee/Scheme Manager details

Trustee/Scheme Manager details	
Company name	West Yorkshire Pension Fund
Title	Miss
First name	Tracy
Surname	Weaver
Type of trustee	Other
Direct telephone number	01274 433571
Email address	tracy.weaver@wypf.org.uk
Address	W Y P F PO Box 67 BRADFORD West Yorkshire BD1 1UP United Kingdom

5. Employer details

Employer details	
Employer name	Leeds City Council
Employer trading status	Active
Companies house number	None
Registered charity number	None
Title	Miss
First name	Tracy
Surname	Weaver
Direct telephone number	01274 433571
Email address	tracy.weaver@wypf.org.uk
Address	W Y P F PO Box 67 BRADFORD West Yorkshire BD1 1UP United Kingdom

6. Reporter(s) details

Reporter's details	
Title	Miss
First name	Tracy
Surname	Weaver
Role in scheme	Scheme administrator
Role in scheme - further details	None
Direct telephone number	01274 433571
Email address	tracy.weaver@wypf.org.uk
Address	W Y P F PO Box 67 BRADFORD West Yorkshire BD1 1UP United Kingdom