

Report of the Managing Director, West Yorkshire Pension Fund to the meeting of Local Pension Board to be held on 13 September 2023.

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Subject:

Pensions Administration

Summary statement:

This report gives an update on West Yorkshire Pension Fund's (WYPF) pensions administration activities for the period 1 April 2023 to 30 June 2023.

EQUALITY & DIVERSITY:

Issues of Equality and Diversity are included within the body of the document.

Mr Euan Miller
Managing Director

Portfolio:

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Overview & Scrutiny Area:

1. SUMMARY

This report gives an update on West Yorkshire Pension Fund's (WYPF) pensions administration activities for the period 1 April 2023 to 30 June 2023.

2 Background

2.1 As well as providing pensions administration for WYPF scheme members, WYPF provides a full administration service to Lincolnshire Pension Fund, the London Borough of Hounslow, the London Borough of Barnet and to twenty three Fire Authorities. This includes pensioner payroll (except for the London Borough of Hounslow), all member and scheme level events, reporting to statutory bodies, provision of data to external bodies such as actuaries, and local authorities for the production of the scheme accounts.

3. Scheme Information

3.1 Membership for all schemes administered as at 17 August 2023 was 504,198. A full breakdown between the different Funds and Schemes is shown at Appendix A.

3.2 Number of Employers in the West Yorkshire Pension Fund

	Actives	Ceased	Total
Scheme	275	1	274
Admission	148	8	140
Total	423	9	414

4. Praise and Complaints

4.1 As part of our commitment to improving our services we carry out a random survey of customers who have been in contact with us regarding their pension benefits. We also have an online survey which any member can complete at any time. An analysis of the responses received for the quarter July to September is shown:

Appendix B - WYPF

Appendix C – Lincolnshire Pension Fund

Appendix D – London Borough of Hounslow Pension Fund

Appendix E – Barnet Pension Fund

5. Administration Update

5.1 Annual Benefit Statements (ABS) and Deferred Benefit Statements (DBS)

The statements are issued to members electronically via the secure 'MyPension' portal. However, members who have opted to receive a paper copy will be issued one to their home address.

As at 30 August 2023 99.2% of ABS's and 99.9% of DBS's have been produced for

WYPF members who are eligible to receive one.

5.2 Audits undertaken by Bradford Council's Internal Audit in the period:

a) NEW PENSIONS AND LUMP SUMS - ILL HEALTH PENSIONS

It is audit's opinion that the standard of control of identified risks in the system is **excellent**.

The audit review has determined that the identified risks are being effectively managed. The control environment is as expected and supports the achievement of key business objectives.

5.3 ISO 9001 Internal Quality Audits

The following internal quality audits were completed by WYPF staff:

General Payroll Maintenance

Single Payments Payroll

Any suggestions for improvements to working practices will be analysed by the relevant managers.

5.4 WYPF have chosen Bravura to be our 3rd Party ISP Providers for the Pensions Dashboard. Work will start shortly to ensure our requirements are implemented by Bravura.

5.5 Recruitment

A number of appointments have been made to our pensions administration teams with some vacancies still to fill.

6. Staffing

6.1 WYPF headcount is 206 (196 full time equivalent staff) with an average age of 45.9 (Appendix F).

6.2 For the year ending 1 April 2023 the average number of days absence due to sickness is 6.11 per staff member. This compares with the Council average of 14.04 days (Appendix G).

6.3 There were 18 new starters during the last 12 months (Appendix H)

6.4 There were 9 leavers during the last 12 months (see Appendix I).

6.5 A number of recruitment exercises are ongoing to fill vacancies and also for new posts created as a result of increasing workloads.

7. Member Portal

7.1 Web Registrations

The number of members registered for online member web are:

Membership Type	Number	Percentage
Active	49,744	42.61%
Deferred	25,493	21.84%
Pensioner	41,499	35.55%

8. OTHER CONSIDERATIONS

None

8.1 SUSTAINABILITY IMPLICATIONS

➤ None

8.2 TACKLING THE CLIMATE EMERGENCY IMPLICATIONS

➤ None

8.3 COMMUNITY SAFETY IMPLICATIONS

➤ None

8.4 HUMAN RIGHTS ACT

➤ None

8.5 TRADE UNION

➤ None

8.6 WARD IMPLICATIONS

➤ None

8.7 AREA COMMITTEE LOCALITY PLAN IMPLICATIONS

➤ None

8.8 IMPLICATIONS FOR CHILDREN AND YOUNG PEOPLE

➤ None

8.9 ISSUES ARISING FROM PRIVACY IMPACT ASSESMENT

➤ None

9. NOT FOR PUBLICATION DOCUMENTS

➤ None

10. OPTIONS

None.

11. RECOMMENDATIONS

It is recommended that the report be noted.

12. APPENDICES

Appendix A	Membership Numbers
Appendix B	Customer Survey Results- WYPF
Appendix C	Customer Survey Results - Lincolnshire Pension Fund
Appendix D	Customer Survey Results - London Borough of Hounslow Pension Fund
Appendix E	Customer Survey Results - Barnet Pension Fund
Appendix F	Headcount
Appendix G	Absence Performance
Appendix H	New Starters
Appendix I	Leavers

13. BACKGROUND DOCUMENTS

None