

# Monthly Report

January 2024

LB Barnet Pension Fund

Prepared by:

**Lisa Darvill**

Client Relationship Manager

Tel: 01274 432540

Mobile: 07582 100320

Email: [lisa.darvill@wypf.org.uk](mailto:lisa.darvill@wypf.org.uk)

West Yorkshire Pension Fund

Aldermanbury House

4 Godwin Street

Bradford

BD1 2ST

[www.wypf.org.uk](http://www.wypf.org.uk)

Follow WYPF on Twitter [www.twitter.com/wypf\\_lgps](https://www.twitter.com/wypf_lgps)

Follow WYPF on Facebook [www.facebook.com/westyorkshirepensionfund](https://www.facebook.com/westyorkshirepensionfund)



# Contents

1 Performance summary .....	3
2 Work in progress.....	6
3 Member web registrations.....	8
4 Administration update.....	9
5 Membership numbers.....	19
6 Management overview.....	19
7 Projects.....	20
8 Regulatory update .....	23
9 Scheme calendar.....	28

# 1. Performance summary

## Work completed

KPI's for the period - 01.01.24 to 31.01.24							
WORKTYPE	TOTAL CASES DECEMBER	TOTAL CASES JANUARY	TARGET DAYS FOR EACH CASE	TARGET MET CASES	MINIMUM TARGET PERCENT	TARGET MET PERCENT	AVERAGE TIME TAKEN (Days)
AVC In-house (General)	5	6	20	6	85	100	1.17
Change of Address	19	21	20	21	85	100	2.24
Change of Bank Details	13	11	20	10	85	90.91	4
Death Grant to Set Up	6	9	10	8	85	88.89	8.56
Death In Retirement	14	34	10	32	85	94.12	7.79
Death In Service	2	0					
Death on Deferred	5	1	10	1	85	100	5
Deferred Benefits Into Payment Actual	20	31	10	31	90	100	3.42
Deferred Benefits Into Payment Quote	23	36	35	34	85	94.44	28.09
<b>Deferred Benefits Set Up on Leaving</b>	<b>138</b>	<b>142</b>	<b>20</b>	<b>39</b>	<b>85</b>	<b>27.46</b>	<b>216.27</b>
Dependant Pension To Set Up	10	7	5	7	90	100	3.63
Divorce Quote	1	1	40	1	85	100	4
DWP request for information	1	0					
Estimates for Deferred Benefits into Payment	0	0					
General Payroll Changes	17	36	20	36	85	100	1.44
Initial letter Death in Retirement	14	34	10	33	85	97.06	1.68
Initial Letter Death in Service	2	0					
Initial letter Death on Deferred	5	1	10	1	85	100	9
<b>Interfund Linking In Actual</b>	<b>14</b>	<b>31</b>	<b>35</b>	<b>8</b>	<b>85</b>	<b>25.81</b>	<b>107.81</b>

Interfund Linking In Quote	8	11	35	11	85	100	30.36
<b>Interfund Out Actual</b>	<b>17</b>	<b>5</b>	<b>35</b>	<b>4</b>	<b>85</b>	<b>80</b>	<b>28.83</b>
Interfund Out Quote	19	5	35	5	85	100	12.33
<b>Life Certificate</b>	<b>9</b>	<b>28</b>	<b>10</b>	<b>18</b>	<b>85</b>	<b>64.29</b>	<b>6.75</b>
Monthly Posting	75	127	10	122	95	96.06	2.21
Pension Estimate	14	19	10	18	90	94.74	5
Phone Call Received	125	163	3	159	95	97.55	1.26
Refund Actual	16	6	10	6	90	100	1.67
Refund Quote	23	22	35	22	85	100	6.05
Retirement Actual	7	21	10	19	90	90.48	5.71
Retirement Quote	14	16	10	15	85	93.75	4.13
<b>Transfer In Actual</b>	<b>3</b>	<b>7</b>	<b>35</b>	<b>3</b>	<b>85</b>	<b>42.86</b>	<b>45.29</b>
Transfer In Quote	11	5	35	5	85	100	14.8
Transfer Out Payment	1	3	35	3	85	100	11.33
<b>Transfer Out Quote</b>	<b>17</b>	<b>16</b>	<b>35</b>	<b>13</b>	<b>85</b>	<b>81.25</b>	<b>51.73</b>
<b>Update Member Details</b>	<b>30</b>	<b>56</b>	<b>20</b>	<b>52</b>	<b>100</b>	<b>92.86</b>	<b>23.86</b>
<b>Totals</b>	<b>698</b>	<b>911</b>				<b>88.79%</b>	
	<b>90.14%</b>						

**Comment** – The KPI for Deferred Benefits Set Up on Leaving was not met due to the Team dealing with older cases. The Team continue to split the work between older cases and BAU to ensure the new work coming in is completed in time but the number of older cases are also being reduced.

**Comment** - The KPI for Interfund Linking In Actual was not met this month due to the Team have been processing older cases so members will receive an ABS. Training has started for the final two members of staff on the update of records for linking interfund actuals. This will take time but as a result the two Senior Pensions Officers in the team will be moving onto checking these cases.

**Comment** – The KPI for Interfund Out Actual was not met this month because of the cases which were stockpiled due to the revised GAD factors. This has been further impacted by staff sickness, vacancies and the need to prioritise other work including annual allowance, transfers out to other arrangements and divorce.

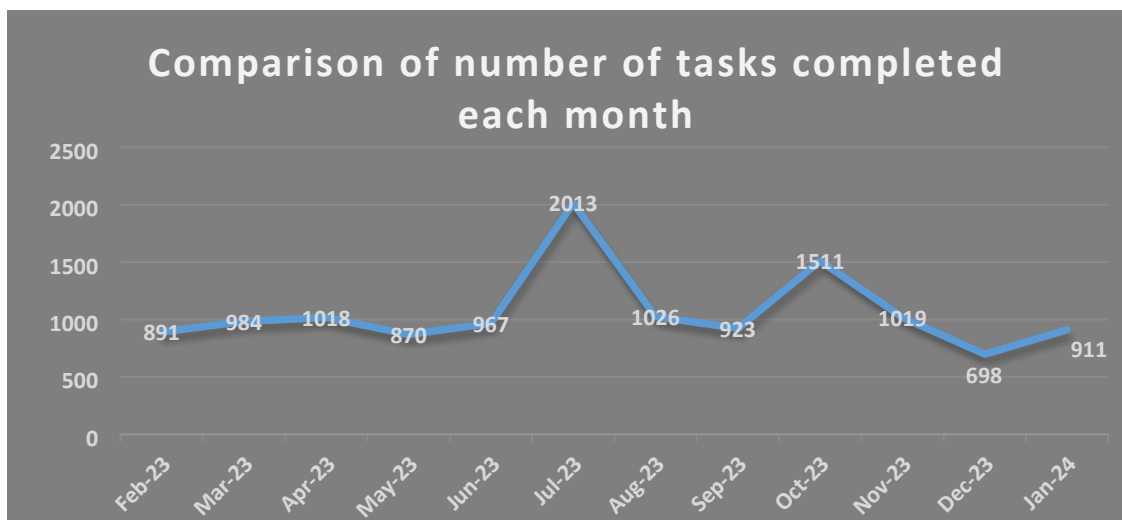
**Comment** – The KPI for Life Certificate was not met this month due to a large number of certificates which have been sent to overseas pensioners being received back. These are

not treated as priority over more urgent work such as death and payroll work. New members of staff in the Pensioner Services Team have been working on these whilst they get used to the computer system. A temporary member of staff in the Team is now working on these for the next couple of weeks.

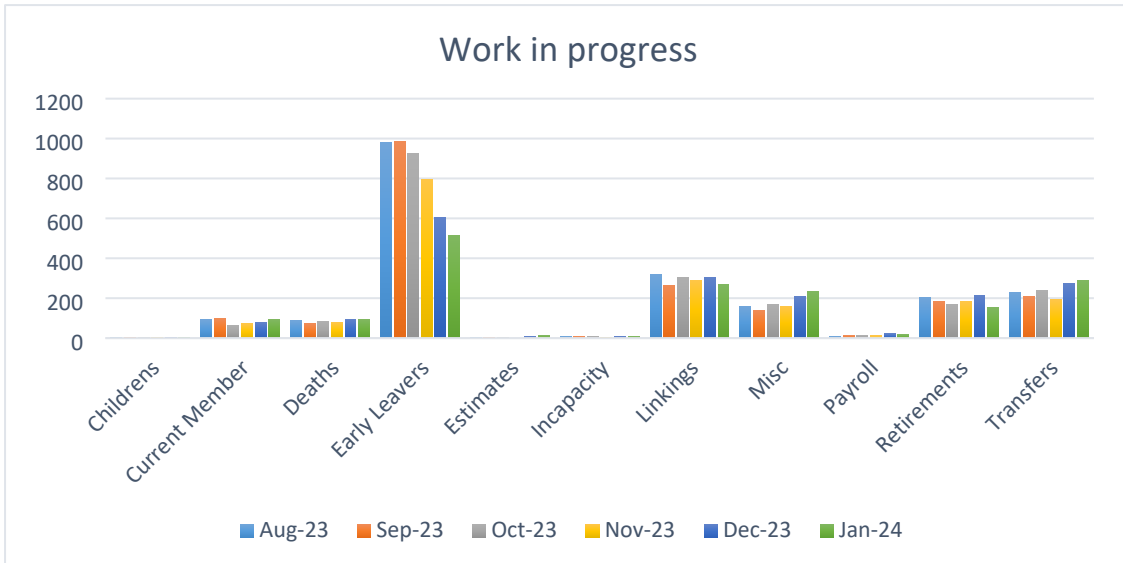
**Comment** – The KPI for Transfer In Actual was not met this month due to the delayed receipt of revised factors. Cases had to be stockpiled whilst we waited for the factors to be confirmed and then updated in UPM. The Team are now working their way through the cases which had been put on hold in date order.

**Comment** – The KPI for Transfer Out Quote was not met this month as the Team continue to work through the cases that were stockpiled awaiting revised factors. Two new members of staff are currently in training in this work area, and absence in the team (for various reasons) has also impacted outputs. The Team continue to work through cases in date order, but remain unable to process any Transfer Out (Quote or Payment) where the record may be impacted by the McCloud Remedy.

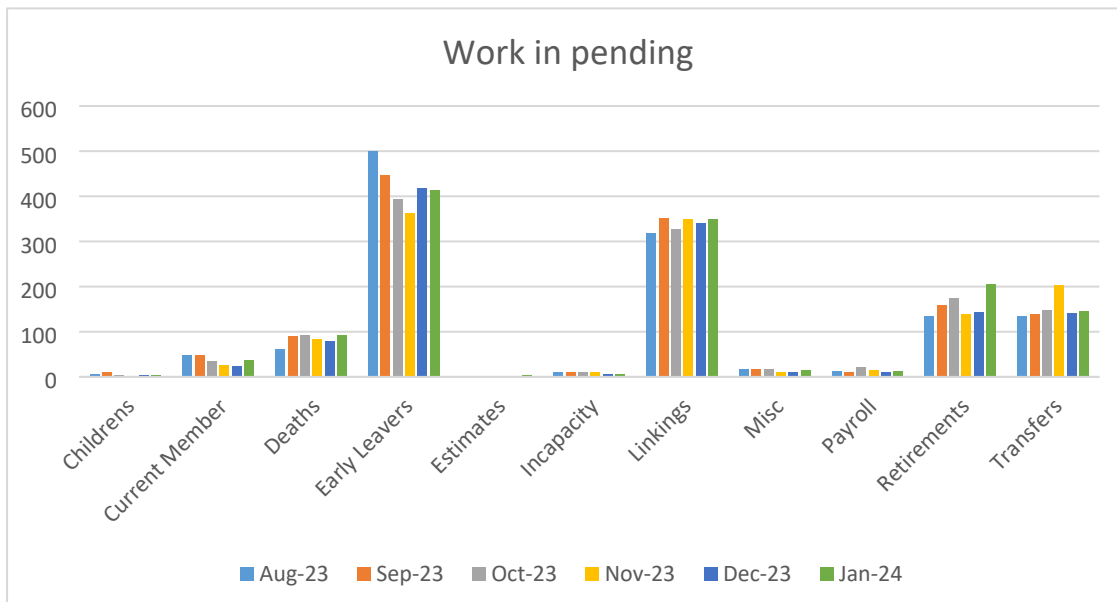
**Comment** – The KPI for Update Member Details was not met this month due to four cases which needed to be queried with the employer as the date of change was before the date of joining the scheme.



## 2. Work in progress



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Childrens	3	4	5	4	2	2
Current Member	91	100	65	71	79	94
Deaths	87	72	83	79	95	95
Early Leavers	979	985	925	796	604	515
Estimates	1	1	1	0	6	13
Incapacity	7	7	6	4	8	7
Linkings	319	262	303	290	304	271
Misc	156	140	167	158	206	236
Payroll	9	13	13	11	24	18
Retirements	202	183	166	182	211	153
Transfers	227	208	238	191	275	289
<b>Totals</b>	<b>2,081</b>	<b>1,975</b>	<b>1,972</b>	<b>1,786</b>	<b>1,814</b>	<b>1,693</b>



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Childrens	6	9	3	1	3	4
Current Member	47	48	34	25	24	37
Deaths	60	90	92	83	78	91
Early Leavers	500	446	393	363	418	412
Estimates	0	0	0	0	1	3
Incapacity	11	9	9	10	6	5
Linkings	317	352	326	348	340	349
Misc	16	16	17	10	10	15
Payroll	13	10	21	15	11	13
Retirements	135	159	173	139	142	205
Transfers	135	139	147	202	141	146
<b>Totals</b>	<b>1,240</b>	<b>1,278</b>	<b>1,215</b>	<b>1,196</b>	<b>1,174</b>	<b>1,280</b>

The tables above show processes grouped together and each group consists of a number of processes as shown below.

<b>Childrens</b>	Children's education review & children's pension age review
<b>Current Member</b>	Transfer in quote, changes to circumstances (breaks/hours etc.), annual allowance breach, AVC change, monthly postings mover, APC buying extra, divorce quote, query on record, waiting for documents, GMP notification, update member details

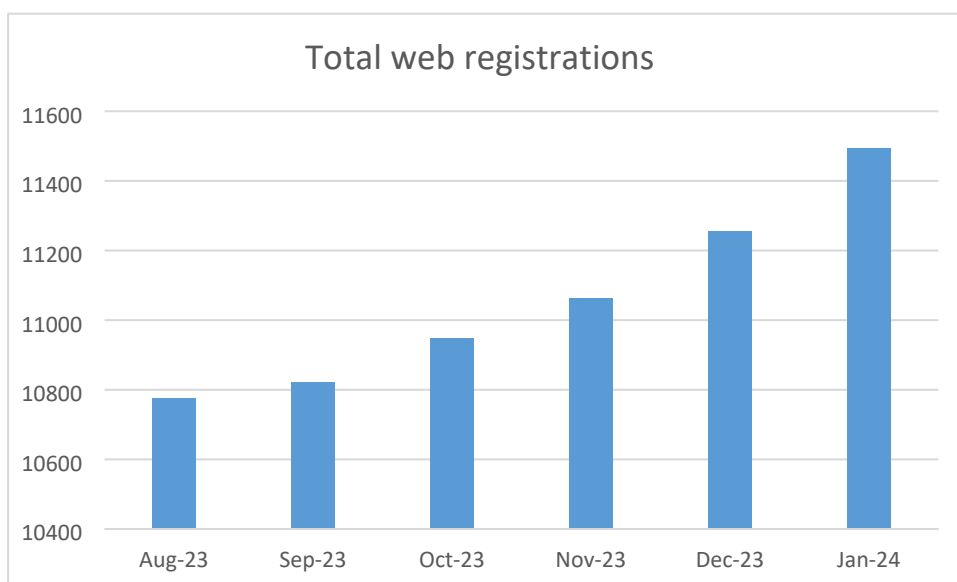


<b>Deaths</b>	Death in retirement, death in service, death on deferred, death grant to set up, death overpayment to recover, death notification
<b>Early Leavers</b>	Leaver notification, deferred benefit, refund quote, preserved refund
<b>Estimates</b>	Pension estimate, deferred estimate
<b>Incapacity</b>	Incapacity case
<b>Linkings</b>	Linking quote, linking actual, interfund linking quote, interfund linking actual
<b>Misc</b>	Member portal query, post received, phone log, age 75 approaching, enquiry needing a response, Finance Team referral
<b>Payroll</b>	Life certificate received, returned credit, BACS recall, 100 <sup>th</sup> birthday, Tracesmart, suspend Tier 3, update bank details, payroll changes, GMP notification, Article 4, Beneficiary to update non payroll, retirement recalc
<b>Retirements</b>	Deferred retirement quote, retirement quote, Tier 3 ill health review
<b>Transfers</b>	Interfund out, transfer out, AVC transfer out

### 3. Member web registrations

The numbers of members signed up to member web are:

Status	Previous month	Current month
Active	4,284	4,403
Pensioner	4,009	4,078
Deferred	2,963	3,013
<b>Total number</b>	<b>11,256</b>	<b>11,494</b>



## 4. Administration update

### a) New Academies/Schools

Completed 0

Ongoing 0

New enquiries this month - 0

### b) New Admission Bodies

Completed 0

Ongoing 3

New enquiries this month – 0

Ongoing

Name	Start date	Current position	Last action taken	Date completed
Innovate (Blessed Dominic)	01/09/2019	Contact forms issued to the employer – 23/11/2022. Contacts set up – 09/12/2022. Contacts set up but new employer process not with Finance. PFR new employer process set up – 14/02/2023. Finance new employer process completed 23/02/2023. Awaiting contribution postings. Members records have been updated. Hymans require 2022 valuation data to be submitted. Contribution postings now up to date – 25/07/2023. Data to be	Hymans confirmed at the January 24 meeting that they are waiting for the data for Tenon (St Michaels) to complete these assessments together.	

		<p>submitted to Hymans. Data uploaded to Hymans data portal – query raised with Hymans as unable to complete submission – 27/09/2023.</p> <p>Hymans to investigate as per meeting – 04/10/2023.</p>		
Innovate (St James)	01/08/2019	<p>Admission agreement with school for signing as per meeting with Mark – 13/09/2022. We have not received any contributions. Still outstanding as per Mark at meeting – 27/10/2022. E-mailed Richard Clarke (Finance) to confirm that we should move forward with getting contributions in and posted for this employer – 06/12/2022. Chased up – 17/01/2023. Data to be provided to Hymans as at 31/03/2022. Can't proceed yet as contributions not posted. Finance chasing up missing contributions from 01/09/2019 to 31/03/2020. Posting process for September 2019 has now come through and this has been ok'd for Finance to proceed with postings – 28/02/2023. The Finance Team queried with the employer on 08/06/2023 as we have received two identical January 2020 returns so this may have been uploaded twice by accident. Query responded to and postings are now being updated. They are currently updated to March 2020. Monthly postings are now up to date – 18/07/2023. Data to be</p>	<p>Hymans confirmed at the January 24 meeting that they are waiting for the data for Tenon (St Michaels) to complete these assessments together.</p>	

		submitted to Hymans. Data uploaded to Hymans data portal – query raised with Hymans as unable to complete the submission – 27/09/2023. Hymans to investigate as per meeting – 04/10/2023.		
Tenon (St Michaels)	01/04/2021	Member details sent to Mark Fox so he can issue a draft admission agreement – 16/06/2022. Admission agreement with Employer/School to sign and return. Agreed with Mark Fox at December meeting to proceed with new employer process. New employer contacts set up on employer record – 12/01/2023. Forms still with employer. Last e-mail from employer confirming request has been passed onto their payroll – 27/01/2023. Requested to provide data to Hymans as at 31/03/2022 at February 2023 meeting but authorised contact not yet set up so new employer process not yet passed to Finance for postings to proceed. The PFR confirmed on 06/03/2023 that he is chasing this up as we have received no response.	Mark Fox confirmed they will commence paying contributions in November – 19/10/2023.  Still no contributions posted as at end of December 23.  Mark Fox to follow up as per meeting – 10/01/2024.	

### c) Employers ceasing participation

Completed 0  
Ongoing 4

Name	Date ceased	Current position	Last action taken	Date completed
Atlas Cleaning (St Michaels)	31/03/2021	Data to be submitted to Hymans for cessation. Members transferred to Tenon. Richard Quinn has been chasing the employer for outstanding leaver notifications – 01/06/2022. Leaver notifications received. Three members are involved. 1. Has a retirement quote but has not yet responded. 2. Linking quote on another record. 3. Pay figure requested – 21/07/2022. Referred to Service Centre – 05/01/2023. Confirmation that further information requested from employer for two of these leavers – 09/01/2023. Copy of e-mails sent to Mark Fox.	One leaver still outstanding and linking outstanding to another post where a leaver notification has not been received.  Referred to the PFR – 11/12/2023 who has contacted the employer.	
Atlas Cleaning (Claremont)	31/03/2022	End of contract. Leaver notifications requested – 12/07/2022. Chased up 05/09/2022. Issue raised re additional contributions deducted – 17/10/2022. Chased up – 24/11/2022. Agreed at December 2022 meeting to refer back to Service Centre to arrange to refund the additional contributions. Further e-mails with Mark Fox regarding the additional contributions – 16/03/2023. Mark confirmed at the meeting on 10/05/2023 that this should be shortly concluded.	Mark Fox to follow up as per meeting – 10/01/2024.	
Capita RE	31/03/2023	Contract ending. Members transferring back to LB Barnet. Spreadsheet sent to Mark Fox –	Outstanding leavers -	

		16/02/2023. Discussed further with Mark Fox and Finance / Employer Relations to ensure that these records will be transferred back to LB Barnet from 01/04/2023. Records updated back to LB Barnet – 27/04/2023.	<ol style="list-style-type: none"> <li>1. Deferred calculation at checking stage</li> <li>2. Deferred process at checking stage</li> <li>3. Query on pay responded to</li> <li>4. Deferred process completed</li> <li>5. Deferred process</li> <li>6. Deferred process now completed</li> <li>7. Interfund linking quote – waiting reply from other Fund – 09/11/2023.</li> <li>8. No process and no contributions since 2014</li> </ol>	
			Referred to PFR – 11/12/2023.	
Enigma Group	19/07/2023	<p>Only active member left on 19/07/2023. Cessation process set up – 17/07/2023.</p> <p>Deferred benefit process outstanding on the only active member – 29/09/2023.</p> <p>Referred to PFR – 11/12/2023.</p>	Query on pay raised with employer – 05/01/2024.	

#### d) Other employer work

Name	Description	Current position	Last action taken	Date completed
St Joseph's Catholic Primary School	A query was received regarding a company	We have highlighted this on the monthly report so we can monitor the situation		

	tendering for a contract at the school from 01/09/2024.	nearer the time. Current contractor is Olive Dining.		
--	---	--	--	--

## e) Internal Dispute Resolution Procedure (IDRP)

### Stage 1

Completed 1  
Ongoing 2

Date of appeal	Reason for appeal	Current position /outcome	Last action taken	Decision due	Date decision letter sent
02/11/2023	Delay in making first pension payment.	Report requested from Service Centre – 09/11/2023. Referred to Mark Fox on 20/12/2023 regarding the question of possible compensation. Appeal turned down and no compensation offered.		02/01/2024	08/01/2024
04/12/2023	Delays in proceeding with transfer out of pension rights.		Draft decision letter sent to Yunus Gajra – 25/01/2024.	03/02/2024	
29/01/2024	No communication over a long period regarding refund entitlement in the scheme.	Report to be prepared – 29/01/2024.		29/03/2024	

## Stage 2

Completed 0

Ongoing 0

### f) TPAS/Pensions Ombudsman

<b>Date application received</b>	<b>Details of complaint</b>	<b>Current position / outcome</b>	<b>Date completed</b>
07/06/2023	Appeal against not being allowed to transfer out.	Response sent 08/06/2023, opposing the allegations as the member only had entitlement to a refund on leaving and this had to be paid within 5 years of leaving. The request to transfer out was received after 5 years and therefore could not be processed and the refund was paid. However, acknowledged there had been errors and omissions by the previous administrator.	
11/09/2023	Appeal against decision on recipients of death grant.	Response sent 18/09/2023 explaining the decision-making process.	

### g) Compensation cases – January to March 2024

<b>IDRP decision letter sent</b>	<b>Reason for compensation</b>	<b>Compensation paid</b>
21/12/2023	Late payment of benefits.	£2,000



## h) Member issues

- Members daughter phoned and asked for the P60 details via the telephone but it was explained that we couldn't do this due to data protection. She complained that this was unhelpful but a copy of the P60 has been sent 1<sup>st</sup> class. A letter has been sent to the member to explain why we couldn't give the details over the phone to her daughter and as she is registered for My Pension she can view the details online.
- Member claimed payment of their guaranteed minimum pension (GMP) whilst still working. The letter sent to the member confirmed a payment date of the 16<sup>th</sup> each month but it should have read the last working day of each month. Member phoned to check where the payment was. An apology was given to the member and an updated letter was sent with the correct payment date. This has been flagged with the UPM Team to update the system so the correct details are pulled on the letters in future.
- Member had left employment in April 2022 but we had not yet received a leaver notification and the member made a complaint. On further investigation it was found that the member should not have an LGPS member record as she had remained in another pension scheme under the tupe rules at the time. Confirmation was sent to the member of the details of the scheme she was in and her LGPS record was changed to non-member status.
- Member had phoned with regards a letter he had received from us and requested details about transferring his pension out and someone was going to phone him back once they had looked into it. The member did not receive a call back and had phoned again to ask about transferring his pension out. It was explained that he could not transfer his pension as he was over 75 and now needed to claim his pension. Staff have been reminded about the age restrictions on transfers out.
- The member had been sent linking options for a previous period of LGPS membership. The deadline date for the member to elect to keep their benefits separate had passed but the linking actual process had not been started and the benefits automatically linked. The process has now been started and the benefits requested from the previous Fund. The member of staff is in training and has been made aware of the error.

## i) Finance Team update

### **Monthly posting update**

#### Monthly return outstanding

Barnet employers

Nov 2023 – 7 returns

Dec 2023 – 29 returns

Details of the employers can be provided upon request.

## **MP3 update**

### Posting live files

We are currently posting all monthly return files through the new portal acting as the employer. We have released the URL link for the MP3 portal and issued password to our first batch of employers in January 2024 who are ready to make their submission in the February 2024. We are also continuing to reach out to employers inviting them to attend a first demo and refresher demos.

We are keen in getting feedback from our first group of employers about issues, suggested improvements and their experience. This will help us understand how we can improve and develop the MP3 system and make it easy for employer to use.

Monthly returns are taking longer to check and post due to the additional checks that are built in the MP3 system which means we will be seeing the 10 days KPI target not being met.

We are also looking at publishing pre-recorded demo videos that employers can view. The video links will be provided in MP3 user manual.

### Monthly returns posted on MP3

Barnet employers- All

### Demos

Barnet PF employers/payroll providers - 7

Details of the employers can be provided upon request.

## **Staffing**

We are currently looking at recruiting 2 x part time college student and 2 x additional full time casual finance officers.

## **j) Employer Relations Team update**

### **Employer Engagement**

Our current season of employer training is underway – ‘preparing for year-end’. These sessions are running from January – March in the lead up to employers submitting their March file. Employers can still book these sessions online [West Yorkshire Pension Fund \(bookitbee.com\)](https://bookitbee.com)

### **Member Engagement**

The 2024 Affinity Connect pre-retirement courses are now live. Currently there is 15 scheduled courses taking place this year. Feedback has told us that members

prefer to attend these courses online; therefore, all future dates will be delivered online.

We are also working with Affinity Connect to make available some financial wellbeing courses, these courses are aimed at members who want to take check of their pension and general financial wellbeing, at any age. These dates are currently being finalised and will be available to advertise to members shortly.

### **Employer Activity – All Funds**

Online	Liaison meeting	All (EPM)
Online	Preparing for year end - Authorised contacts and your responsibilities	All
Online	Preparing for year end – Understanding CPP	All

### **Member Activity – All Funds**

Online	Engage with your LGPS (Post 14)	All
Online	Engage with your LGPS (Pre 14)	All
Online	Engage with your LGPS (Increasing your Benefits)	All

### **BPF**

Online	Completing online forms	Middlesex University
Online	Ill health retirement process	Middlesex University
Online	Employer responsibilities and data cleansing	Edgware Primary School
Online	Capita liaison meeting	LBB Council / LBB Schools
Online	Pension surgeries (Members)	LBB Council
Online	Understanding Final Pay	LBB Council / LBB schools (Capita)
Online	Employer portal navigation	LBB Council / LBB schools (Capita)
Online	Case escalation, meeting with fund (Member)	LBB Council

## 5. Membership numbers

Membership status	ACTIVES	DEFS	PENS	BENS	PRESERVED REFUND	LVRS OPTIONS PENDING
Numbers	9,535	9,797	8,608	1,039	1,390	335
Change from last month (+ / -)	-107	+88	+20	-1	0	+19

## 6. Management overview

### a) Staffing update



**Finance** – There are no vacancies in the Team at the present time.

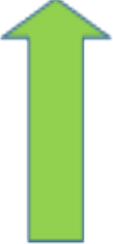


**Service Centre** – There are two Team Manager vacancies and these will be circulated internally to WYPF in the next few weeks. There are two Senior Pension Officer vacancies and after the last round of interviews for the Pension Officer vacancies, eight roles have been filled subject to some of the candidates passing pre-employment checks.


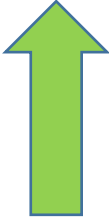
**Employer Relations Team** – There are no vacancies in the Team at the present time. The new EPFR, Mark Morris started on 15<sup>th</sup> January 2024 and is settling in well. The employer allocation will be updated shortly and any employers with a change to their EPFR will be notified.

**Technical Team** - There is one vacancy in the Technical Team for a Technical Advisor which is an additional post. There were 14 applications received for the vacancy and four applicants have been shortlisted for interview. Interviews have been arranged for 20 February 2024.

## a) Projects

Project	Description	Current position	Last action taken	Movement	Expected completion date
<b>McCloud</b>	To remove unlawful age discrimination identified in the McCloud ruling. It will provide eligible younger members with a protection equal to the protection provided to older members when the scheme was changed in 2014.	UPM Team have now loaded 7 of the 13 releases from Civica. Civica are being helpful in issue resolution hence the pace these have been tested and confirmed.	Out of the thirteen required deliveries from Civica, we have tested and accepted nine. These are going through further systems testing and will then be installed. At this point in time we are on track to have the deliveries in by the end of March. However, this is subject to change as we have not received all the deliveries. Civica held a Project Board on 30/01/2024 and have now provided a list of all deliveries for McCloud, Sargeant & Matthews. There are three sets of deliveries up to and including the end of January 2025. These are currently being evaluated against regulatory requirements.		Regulations introduced from 1 <sup>st</sup> October 2023
<b>Phase 3 (Monthly postings)</b>	Move all the functionality onto the front-end website to enable Employers to process the data.	The penetration test has been successfully completed and this provides a green light from a security perspective. There are 3 outstanding items that need to be completed prior to full launch.	Phase 3 is now live and has been rolled out to eight employers who were ready to upload their January 24 monthly return through the new system. Finance are now in the process of contacting everyone who has had a demo to offer them a refresher. They will be given a link to the manual which		2023/2024

			is on the website and the live link to MP3 to get started when they are ready.		
<b>Pensions Dashboard</b>	Will enable individuals to access their pension information online, securely and all in one place.	DWP provided an unofficial date for connection. The Pensions Minister will announce this late Spring. We are now formally engaging with Bravura to develop WYPFs planned technical approach. The LGA have published their guidance which has produced further requirements for LG operators to comply with. These are being taken forward to WYPF's Senior Management Team at the end of January 24.	We have gone through the legal agreement with Bravura and there are some amendments to make. Due to sign the contract by the end of February 2024 as planned. There have been two hosted meetings with DWP/PDP/LGA about the operational method for AVCs and subsequently two further meetings with the LG working group and software providers. The LG are now formally writing to DWP to highlight a number of both operational and technical issues which the group & software providers believe need addressing. These need to change and we hope the points are accepted by DWP in a swift timespan as this will affect the set up and build for all LG providers.		2023/2024
<b>Key Performance Indicators (KPIs)</b>	The KPI indicators have been developed in order to provide funds with the ability to self-assess against best practice benchmarks.	Due to the near completion of MP3, we will be arranging a meeting with IT shortly to discuss the next steps to progress the update to the KPIs.	IT have started work on Stage to Stage for some of the KPIs and a meeting will be arranged once the work has been completed to look and test the reporting.		2023/2024
<b>Data Improvement Plan</b>	Data falls into 2 categories: Common & Scheme Specific (also known as Conditional)	The Framework tender documents have been received and hopefully this should be up and running by the end of February 24.	This is still on track and there is a meeting next week to go through the contracts and get the set up on the framework.		As per Data Improvement Plan

<p><b>Website</b></p>	<p>WYPF’s website has not been redesigned since the introduction of the CARE scheme in 2014. Change is needed to improve: member journeys, brand identity, diversity of media and accessibility.</p>	<p><b>Main website</b> – Custom developments completed and ready to deploy onto our DMZ server. Content mapped and new content writing ongoing outside of the CMS environment.</p> <p><b>Portals</b> – Hi-fi wireframe design completed and mobile responsiveness designed. Two factor authentication tested and a duplicate UPM database created for testing and writing live API connections. Penetration test booked for w/c 22 January on live infrastructure.</p>	<p><b>Main website</b> - The technical build has been completed and it is currently being loaded onto the WYPF servers. This is a new technical set up and will be pen tested in February 24. Following the completion of the pen test, there is approximately four weeks of work before it is fully completed.</p> <p><b>Portals</b> – There has been significant progress on the portal build and the front end was pen tested at the beginning of February. Work is being undertaken with Bradford IT Engineering Team to advance loading of the backend application, prior to this being pen tested. We also have member testing of the front-end screens and functionality. This gives WYPF an up to date and modern platform to work from.</p>		<p>Site live by the end of March 2024</p> <p>Portals live by the end of March 2024</p>
<p><b>Automation</b></p>	<p>UPM Automation is the project to automate some of the work currently being done manually by administrators within the Service Centre.</p>	<p>Some of the UPM Team are now back working on automation and are continuing to progress the automation of deferred benefits to set up on leaving.</p>	<p>Due to the non-delivery of Fire from Civica, the UPM Team have had to build nine separate areas and will be back on automation by the end of February. The non-delivery by Civica on McCloud, Sargeant &amp; Matthews has had a significant impact on the Team to be able to do anything but Fire.</p>		<p>Ongoing</p>





## b) Regulatory update

[LGPC Bulletin 244 November 2023 \(lgpslibrary.org\)](#) has now been published, please take a few minutes to read the bulletins.

### LGPS England & Wales

#### SAB commissions report on the LGPS and Sharia law

We let you know in [Bulletin 245](#) that the Board had received a [report on the Sharia compliance of the LGPS](#) from an Islamic finance expert, [Mufti Faraz Adam](#). The report examines the issue from the starting point that the LGPS is an extension of the employer/employee contract. The report concludes that as a part of the contractual arrangement between employer and employees, Muslim employees can continue to contribute to, and benefit from, the excellent benefits offered by the LGPS.

The Board would like to thank Mufti Faraz Adam for providing such a comprehensive and considered opinion.

In publishing this report, the Board makes no claim of expertise on the matter of Sharia law and wishes to be clear that this report represents the views of the author and not the Board. You can find more information on the news article dated 23 January 2024 on the [News page of the SAB website](#).

#### 2024/25 employee contribution bands

Table 1 sets out the employee contribution bands effective from 1 April 2024. These are calculated by increasing the 2023/24 employee contribution bands by the September 2023 C P I figure of 6.7 percent and then rounding down the result to the nearest £100.

**Table 1: Employee contribution bands England and Wales 2024/25**

Band	Actual pensionable pay for an employment	Main section contribution rate for that employment	50/50 section contribution rate for that employment
1	Up to £17,600	5.50%	2.75%
2	£17,601 to £27,600	5.80%	2.90%
3	£27,601 to £44,900	6.50%	3.25%
4	£44,901 to £56,800	6.80%	3.40%
5	£56,801 to £79,700	8.50%	4.25%
6	£79,701 to £112,900	9.90%	4.95%
7	£112,901 to £133,100	10.50%	5.25%
8	£133,101 to £199,700	11.40%	5.70%
9	£199,701 or more	12.50%	6.25%

## Action for administering authorities

Share the table with your Scheme employers as soon as possible so they can make the changes needed to payroll systems. Review and update your member communications before 1 April 2024.

**WYPF** – have blogged the details to those employers registered to receive updates and an individual blog will be sent to all employers to ensure they receive the information. The website will be updated in due course with the new contribution rates.

## New GAD guidance

On 25 January 2024, DLUHC issued new LGPS actuarial guidance. The guidance does not contain any new factors but does provide additional information about how the McCloud remedy will affect certain calculations. You can find the following documents on the Actuarial Guidance page of [www.lgpsregs.org](http://www.lgpsregs.org):

- Early payment of pension guidance
- Late Retirement guidance
- Individual Incoming & Outgoing Transfers guidance
- Interfund transfers – addendum.

The new guidance comes into force immediately.

## Interfund addendum

In October 2024, DLUHC confirmed that interfund transfer payments in respect of members protected by the McCloud remedy could continue based on the methodology set out in the Individual Incoming & Outgoing Transfers guidance dated 8 April 2020. The Interfund guidance addendum published on 25 January 2024 confirms that this arrangement can continue for a further two months until 24 March 2024.

DLUHC understands that updates to administration systems because of the new actuarial guidance will not happen immediately. These transitional arrangements aim to prevent administering authorities from building up a backlog of interfund cases while systems are updated and checked.

## Update on transfers

Certain cases have been on hold since the LGPS regulations were amended to implement the McCloud remedy from 1 October 2023. The publication of the Individual Incoming & Outgoing Transfers guidance means that administering authorities have the information they need to process:

- transfers in on Club and non-Club terms

- transfers out of deferred benefits on Club and non-Club terms.

Administering authorities should check whether they have any non-Club transfers out:

- in respect of a deferred member protected by the McCloud remedy
- where the guarantee date was before 1 October 2023
- the member elected to transfer within the guarantee period
- the transfer payment has not yet been made.

In these cases, administering authorities may wish to check for any top up payment related to the McCloud remedy before making the payment. If they make a top up payment at the same time that the transfer value is paid, no interest will be payable, as long as the payment is made within six months of the guarantee date.

We understand that conversations with software suppliers about system updates to reflect the new calculations are ongoing. Administering authorities may wish to consider running manual calculations in urgent cases to ensure any statutory deadlines are met.

We are currently investigating the possibility of producing a spreadsheet administering authorities can use to calculate the McCloud element of non-Club transfer values. We will provide an update in the coming weeks.

### **Action for administering authorities**

Review the new guidance and amend your processes accordingly. Discuss the changes with your pensions administration software supplier.

**WYPF** – we have had confirmation that it may be some time before Civica can provide the updates needed for the calculations to be performed. The internal solution so we can process urgent cases is manual calculation sheets which will take some time to produce. These will then be replaced by spreadsheets which have been produced by either LGA or in house.

### **Deferred refunds**

There are outstanding queries concerning transfers out of deferred refunds. It is not clear whether the McCloud remedy applies to any or all members who hold a deferred refund in the LGPS, nor whether they would gain or retain protection on transfer to a different public service pension scheme. We recommend the following:

- Club transfers of deferred refunds: remain on hold
- non-Club transfers of deferred refunds: check whether the cash transfer sum would increase because of remedy protection. If it would not, the transfer can continue. If it would increase, we recommend that the case remains on hold.

We will continue to discuss this and other outstanding important issues with DLUHC. We will provide updates as soon as we can.

### **Divorce cases**

Administering authorities can now proceed with divorce quote cases for members protected by the McCloud remedy. In the coming weeks, DLUHC will be issuing new

actuarial guidance on divorce debits and credits which will be needed to process a pension sharing order for a member protected by the remedy.

## HMT

### Confirmation of annual revaluation, earnings and pensions increase

On 25 January 2024, HM Treasury (HMT) published a written ministerial statement confirming the rates of annual revaluation, earnings and pensions increase due to apply from April 2024. The statement confirms:

- public service pensions will increase on 8 April 2024 by 6.7%, in line with the Consumer Prices Index for the year up to September 2023

## TPR

### General Code of Practice

On 10 January 2024, the Pensions Regulator (TPR) responded to the 2021 [consultation on the New code of practice](#). On the consultation webpage you can also find a link to the final version of the General Code of Practice ('the Code') which has been laid in Parliament. It is expected to come into force on 27 March 2024. It replaces Code of Practice 14 for public service pension schemes and brings together ten previous TPR Codes into one code.

The SAB's Secretariat is studying the Code closely to identify any new requirements for administering authorities and how the Code's requirements align with items on the SAB workplan, such as the SAB's 2021 Good Governance recommendations.

[TPR's research on governance and administration](#) shows that the LGPS already has high standards of governance in place. The Code provides an opportunity for funds to review current practices, but also presents challenges during what is already a busy time for the LGPS. Clarity is required on which parts of the Code apply to the LGPS, what these mean for administering authorities and how they should be applied in practice. The SAB will support authorities in understanding any new requirements in the Code and, where needed, will produce new or update existing guidance to help authorities with their responsibilities.

The SAB's LGPS live webinar taking place on 6 March 2024 at 3.30pm will focus on the Code and the requirements and challenges it presents for the LGPS. You will be able to register in due course here: [LGPS-Live | Home](#).

## Other news and updates

2025 LGPS Governance Conference – save the date The LGPS Governance Conference 2025 will take place on **30 and 31 January 2025 in Bournemouth**.

The conference is aimed at councillors and others who attend pension committees/panels and local pension boards. Past delegates include trade union and employer representatives as well as officers who attend and support committees. It will be of particular interest to those working in governance roles in funds.

If you would like to register your interest in attending either online or in person, please complete this [LGPS Governance Conference 2024 - expression of interest form](#).

## **Legislation**

### **Useful links**

[LGA Pension page](#)

[LGPS members' website](#)

[LGPS Advisory Board website](#)

[LGPS Regulations and Guidance website](#)

[LGPS Discretions](#) - lists all the potential discretions available within the LGPS

[The Timeline Regulations for Final Salary Schemes](#)

[The Timeline Regulations for the current scheme](#)

## 9. Scheme calendar for year commencing 1 April

January	February	March	April
Life Certificates HMRC Event Reporting Payment of Unauthorised Lump Sum and Scheme Sanction Charge to HMRC	Life Certificates	Life Certificates	Apply Pensions Increase Apply Care Revaluation Issue P60's (with April Payslip) Life Certificates Annual employer meeting
May	June	July	August
Active Annual Benefits Statements Life Certificates Deferred Annual Benefits Statements	Active Annual Benefits Statements Active Newsletter Life Certificates	Active Annual Benefits Statements Life Certificates	Active Annual Benefits Statements Life Certificates
September	October	November	December
Life Certificates Pension Savings Statement	Life Certificates Participate in NFI Active Newsletter tPR Scheme Returns Annual employer meeting	tPR Annual Survey Life Certificates Pensioner Newsletter Deferred Newsletter	Life Certificates